

VI. Priority Waiting List Procedures

A. The Purpose Of The Priority Waiting List

1. The Priority Waiting List for DES Child Care Assistance is a process used by the Child Care Administration to reduce and control monthly child care expenditures in order to manage within a capped funding environment when child care funds become limited.
2. Accurate and consistent management of the Priority Waiting List by Child Care Specialists in particular is essential to ensure that monthly expenditures remain within allowable limits so that active clients can continue to receive services and providers can continue to be paid for services rendered.
3. CCA's authority to operate the Priority Waiting List derives from the Child Care and Development (CCDF) regulations, and from state statute (A.R.S. §46-803). In accordance with federal regulations and state statute, the DES Child Care Administration:
 - a. Has the authority to establish Waiting Lists for Child Care Assistance in order to manage within available and appropriated monies; and
 - b. Must give priority for services to families with incomes at or below 100% of the Federal Poverty Level (FPL).
4. CCA Central Office will provide notification to CCA field staff when the Priority Waiting List goes into effect, and also when it is no longer in effect.

B. Types of Priority Waiting Lists

1. **The Priority Waiting List may be implemented in 2 distinctly different ways:**
 - a. **Full Priority Waiting List**
 - i. When a *full* Priority Waiting List is in effect, all new applicants determined eligible for Block Grant Child Care Assistance (Block Grant Work (**BW**), Block Unable/Unavailable (**BU**), or Block Grant Teen (**BT**) only) would be placed on the Priority Waiting List until openings become available in the program.
 - ii. Clients whose household incomes are at or below 100% of the Federal Poverty Level (FPL) will be selected for release from the Priority Waiting List before any clients whose household incomes are above 100% of the FPL.
 - b. **Partial Priority Waiting List**
 - i. When a *partial* Priority Waiting List is in effect, only those new applicants eligible for Block Grant Child Care Assistance (BW, BU, or BT only) with household

incomes above 100% of the FPL would be placed on the Priority Waiting List until openings become available in the program.

- ii. Those families with incomes at or below 100% of the FPL may be authorized for service at intake if otherwise eligible.

2. Notification of Priority Waiting List Implementation

Specialists will be notified by CCA Central Office regarding implementation of a *full* Priority Waiting List or a *partial* Priority Waiting List, and exact dates that lists go into and out of effect. Additionally, this information will be displayed on the AzCCATS Main Menu screen.

CHILD CARE ASSISTANCE GROSS MONTHLY INCOME ELIGIBILITY CHART AND FEE SCHEDULE

Effective July 1, 2005

FAMILY SIZE	Priority Group 1		Priority Group 2			
	FEE LEVEL 1 (L1) MAXIMUM INCOME EQUAL TO OR LESS THAN 85% FPL*	FEE LEVEL 2 (L2) MAXIMUM INCOME EQUAL TO OR LESS THAN 100% FPL*	FEE LEVEL 3 (L3) MAXIMUM INCOME EQUAL TO OR LESS THAN 135% FPL*	FEE LEVEL 4 (L4) MAXIMUM INCOME EQUAL TO OR LESS THAN 145% FPL*	FEE LEVEL 5 (L5) MAXIMUM INCOME EQUAL TO OR LESS THAN 155% FPL*	FEE LEVEL 6 (L6) MAXIMUM INCOME EQUAL TO OR LESS THAN 165% FPL*
1	0 – 679	680 – 798	799 – 1,078	1,079 – 1,158	1,159 – 1,237	1,238 – 1317
2	0 – 910	911 – 1,070	1,071 – 1,445	1,446 – 1,552	1,553 – 1,659	1,660 – 1,766
3	0 – 1,140	1,141 – 1,341	1,342 – 1,811	1,812 – 1,945	1,946 – 2,079	2,080 – 2,213
4	0 – 1,372	1,373 – 1,613	1,614 – 2,178	2,179 – 2,339	2,340 – 2,501	2,502 – 2,662
5	0 – 1,603	1,604 – 1,885	1,886 – 2,545	2,546 – 2,734	2,735 – 2,922	2,923 – 3,111
6	0 – 1,833	1,834 – 2,156	2,157 – 2,911	2,912 – 3,127	3,128 – 3,342	3,343 – 3,558
7	0 – 2,064	2,065 – 2,428	2,429 – 3,278	3,279 – 3,521	3,522 – 3,764	3,765 – 4,007
8	0 – 2,295	2,296 – 2,700	2,701 – 3,645	3,646 – 3,915	3,916 – 4,185	4,186 – 4,455
9	0 – 2,526	2,527 – 2,971	2,972 – 4,011	4,012 – 4,308	4,309 – 4,606	4,607 – 4,903
10	0 – 2,757	2,758 – 3,243	3,244 – 4,379	4,380 – 4,703	4,704 – 5,027	5,028 – 5,351
11	0 – 2,988	2,989 – 3,515	3,516 – 4,746	4,747 – 5,097	5,098 – 5,449	5,450 – 5,800
12	0 – 3,219	3,220 – 3,786	3,787 – 5,112	5,113 – 5,490	5,491 – 5,869	5,870 – 6,186

C. Assignment of Priority Based on Income

1. Block Grant (BW/BU/BT) eligible clients with incomes at or below 100% FPL (fee levels L1 and L2) shall receive a higher priority for service than clients with incomes above 100% FPL (fee levels L3 through L6).
 - a. *Priority Group 1* clients are clients whose current gross monthly household incomes are at or below 100% FPL, and who have a current corresponding fee level

assignment of L1 or L2 per the Child Care Assistance Gross Monthly Income Eligibility and Fee Level Chart (CC-229).

- b. *Priority Group 2* clients are clients whose current gross monthly household incomes are above 100% FPL, and who have a current corresponding fee level assignment of L3 through L6 per the Child Care Assistance Gross Monthly Income Eligibility and Fee Level Chart (CC-229).
 - c. The client's *Priority Group* status may change over time as the client waits for services on the Priority Waiting List, and reports changes in income which must be processed by the Specialist and tracked in AzCCATS, as described in the section entitled "*Priority Group Tracking*."
- 2. The gross countable income for the family that is attributable to the household on the application date determines whether the applicant is Priority Group 1 or Priority Group 2 at intake (Refer to the ***Determination of Eligibility and Priority Status Based on Income*** in the ***Treatment of New Applicants When the Priority Waiting List Is In Effect*** section for further direction).
 - 3. When the client is evaluated for selection and release from the Priority Waiting List at some future date (as determined by CCA Central Office), the *current fee level assigned* to the client on the AzCCATS CP21 screen at that point in time will determine whether the client is selected as a *Priority Group 1* client, or *Priority Group 2* client.

D. Applicants Who Are Subject To The Priority Waiting List

- 1. When the Priority Waiting List is in effect, some new applicants for DES Child Care Assistance will be subject to the Priority Waiting List, as described below. This is defined as applicants who:
 - a. **Meet the definition of a "new" applicant as described below.**
 - i. The applicant is an initial applicant for Child Care Assistance (has never received Child Care Assistance before);
 - ii. The applicant is reapplying for Child Care Assistance following case closure; **OR**
 - iii. The applicant is reapplying for Child Care Assistance after expiration of the review date.
 - b. **Apply for Child Care Assistance on or after the date that the Priority Waiting List goes into effect; and**
 - c. **Are Eligible for Block Grant Child Care (BW, BU, or BT only);**

- i. When a *partial* Priority Waiting List is in effect, only those new Block Grant eligible applicants in Priority Group 2 are subject to Priority Waiting List procedures.
- ii. When a *full* Priority Waiting List is in effect, all new Block Grant eligible applicants are subject to the Priority Waiting List procedures *regardless* of Priority Group status based on income; and

d. Are Ineligible For TANF or CPS Related Child Care.

The applicant is **NOT** eligible for the TANF or CPS related Child Care programs as described below since these programs **ARE NOT** subject to the Priority Waiting List:

- i. Jobs Child Care (JB);
- ii. Job At Risk Child Care (JA);
- iii. Cash Assistance Employed Child Care (EA);
- iv. Transitional Child Care (TC/WT); or
- v. Block Grant/Protective Services Child Care (BP).

2. Reapplication For Services After Case Closure Or Expiration Of The Review Date.

Clients who met the criteria in the *Applicants Who Are Subject to The Priority Waiting List* section above, and who are reapplying for services following case closure **ARE** considered “new” applicants and **ARE** subject to the current Priority Waiting List procedures upon reapplication (if they are BW/BU/BT eligible).

- a. Clients who reapply for services after case closure or the expiration of the review date:
 - i. **ARE** considered “new” applicants;
 - ii. **ARE** subject to the current Priority Waiting List procedures upon reapplication (if they are BW/BU/BT eligible); and
 - iii. Shall **not be** authorized for Child Care Assistance until **they are selected for release** by CCA Central Office (*unless they are in Priority Group 1 and the Priority Waiting List is in effect for Priority Group 2 only*).
- b. Clients who are in the process of being reviewed, and who submit their review applications on or prior to the review date are **NOT** considered “new” applicants and are **NOT** subject to the Priority Waiting List.

- i. This does **not** include clients who reapply during the review cycle, are determined to be ineligible and closed, and who subsequently submit a second application before the expiration of the review date.
 - ii. Clients who are closed for **failure to meet eligibility requirements** during the review cycle, and who submit a **second** application **on or before** the review date **shall** be treated as **new** applicants, and **shall** be placed on the Priority Waiting List (if they are BW/BU/BT eligible).
- c. **Exceptions** to this provision are described below.
- i. Families which include a former BP child who are applying for child care **within 30 days after a closure** of the BP case **shall be** authorized under BW/BU/BT if otherwise eligible, and **shall not be** placed on the Priority Waiting List.
 - ii. Clients that received services through Arizona Works (as indicated by the following budget source/eligibility codes: A/JB, A/EA, A/TC) who are applying for child care **within 30 days after closure of the Arizona Works case** shall be authorized under BW/BU/BT if otherwise eligible, and **shall not be** placed on the Priority Waiting List.

3. **Reapplication After Priority Waiting List Case Closure.**

When a former Priority Waiting List client reapplies following case closure or expiration of the review date (and the prior eligibility code was “PL” for Priority Waiting List), the Specialist shall determine whether the client is required to be added back onto the Priority Waiting List (as described above). If the client remains eligible for a Block Grant child care program subject to the Priority Waiting List, the Specialist shall add the client back onto the list as described below.

- a. When a Priority Waiting List client reapplies, the client cannot be authorized for Block Grant Child Care Assistance (BW/BU/BT).
- b. The Specialist shall add the client back onto the Priority Waiting List in AzCCATS to wait for services if appropriate.
- c. Former Priority Waiting List clients who reapply **after** the expiration of the review date shall be added back onto the Priority Waiting List, if appropriate, effective the date the new application was date stamped as received by the Department.

E. **Applicants Who Are Not Subject To The Priority Waiting List**

1. **Eligibility for TANF or CPS Related Child Care Assistance.**

Applicants who are eligible for TANF or CPS related Child Care Assistance are not subject to the Priority Waiting List. Clients determined eligible for any of the following

programs shall be authorized for services once eligibility requirements are met, and shall **NOT** be placed on the Priority Waiting List.

- a. Jobs Child Care (JB)
- b. Jobs At Risk (JA)
- c. Cash Assistance Employed (EA)
- d. Transitional Child Care (TC)
- e. Block Grant/Protective Services (BP)
 - i. If the applicant's household contains a child who is receiving Block Grant Protective Service Child Care (BP), the other eligible child(ren) in the household *shall not* be subject to the Priority Waiting List (and shall be authorized under BW/BU/BT if otherwise eligible).
 - ii. If the applicant's household contains a child who *had been* a BP child within 30 days prior to the application date, the family is not subject to the Priority Waiting and shall be authorized for Block Grant Child Care (BW/BU/BT) if otherwise eligible).

2. Treatment of Priority Group 1 Applicants (When The Priority Waiting List Is In Effect For Priority Group 2 Only)

When a *partial* Priority Waiting List is in effect (for Priority Group 2 *only*), Block Grant eligible applicants with household incomes in Priority Group 1 are not subject to the Priority Waiting List.

- a. The gross countable income attributable to the household on the application date shall be used to determine whether the applicant is in Priority Group 1 or Priority Group 2.
- b. This provision does *not* apply when a *full* Priority Waiting List is in effect (for all Block Grant eligible applicants in Priority Groups 1 and 2).

F. Treatment Of New Applicants When The Priority Waiting List Is In Effect

1. Interview Requirements (Whether Face To Face Or Telephone)

The Specialist shall:

- a. Discuss Client Rights and Responsibilities;
- b. Advise **ALL** applicants of the Priority Waiting List by providing each new applicant with a copy of the fact sheet entitled *Child Care Assistance Priority Waiting List For*

Services: What You Need To Know (CC-016), and explain the Priority Waiting List process (refer to **EXHIBIT WW** at the conclusion of this section).

- c. For applicants who appear to be Block Grant Eligible at the time of the interview the CCA Specialist shall review the Child Care Assistance Priority Waiting List For Services: What You Need To Know (CC-016) handout with the client as outlined below:
 - i. Explain to the client that because of limited Block Grant funding, the client's name may be placed on the Priority Waiting List for services.
 - ii. Explain the factors that determine the client's placement on the Priority Waiting List (i.e., date of application, gross monthly income for the family);
 - iii. Explain the process used to determine the client's *Priority Group Status (Priority Group 1 or 2)* based on income, and how the *Priority Group* designation affects access to Child Care Assistance;
 - iv. Advise the client to report all changes in employment, income, etc. within 2 work days. Emphasize that address changes must be reported so that the client may be easily contacted upon the release of their name from the Priority Waiting List.
 - v. Encourage the client to begin exploring the availability of DES contracted Child Care providers and explain the non-certified relative provider (NCRP) option to the client; however the Specialist shall **NOT** request that the client name his or her selected provider at this time.
 - vi. Inform the client that they shall be contacted by mail once the client's name has been released from the Priority Waiting List. Indicate that the client shall be asked to name a provider within 10 days of the mailing date of the Priority Waiting List Selection Notice (CC-320) generated by CCA Central Office, and also to verify anything in household circumstances that has changed.
 - vii. Advise applicants that Priority Waiting List clients who fail to respond to the Priority Waiting List Selection Notice (CC-320) (when released from the list) by the specified deadline in the notice shall be removed from the Priority Waiting List. Once they have been removed from the Priority Waiting List for failure to provide requested information, the client must reapply. (In this event, the date of placement on the Priority Waiting List shall be determined by the new application date.)
 - viii. Advise the client that they may be required to submit a redetermination application and required verification while on the Priority Waiting List; failure to cooperate in the redetermination process will result in the client's name being removed from the Priority Waiting List.

NOTE: Specialists should **NOT** attempt to estimate for the client when that client's name will be released from the Priority Waiting List.

- d. Complete the interview process as otherwise prescribed in the CCA Policy Manual.

2. Determination Of Eligibility When The Priority Waiting List Is In Effect

a. Determination Of Programmatic Eligibility/Order of Priority For Services

The Specialist shall determine programmatic eligibility according to the "Order of Priority for Services" in the CCA Policy Manual and shall approve or deny the application based on CCA programmatic and financial eligibility criteria. (Refer to the *Eligibility Determination Process* section for further instruction.)

b. Date Of Application and Priority Waiting List Applicability

If the client is Block Grant (BW/BU/BT) eligible (is **NOT** eligible for TANF or CPS related child care, e.g. JB, JA, EA, TC/WT, or BP), the client shall be placed on the Priority Waiting List for services effective the date of application as described below. The Specialist shall:

- i. Consider the date the application was received by the Department in determining whether an applicant is required to be added to the Priority Waiting List; and
- ii. Access the Priority Waiting List message on the lower portion of the AzCCATS *Main Menu* screen and compare with the application date to determine when the Priority Waiting List went into effect, and whether the Priority Waiting List is in effect for both Priority Groups 1 and 2, or for Priority Group 2 only; and
- iii. Compare the client's application date to the Priority Waiting List effective date on the AzCCATS *Main Menu* screen.
 - a) If the application was received during a time period when the Priority Waiting List was in effect for both Priority Groups 1 and 2, then the client is subject to the Priority Waiting List if determined eligible for Block Grant Child Care (BW, BU, or BT).
 - b) If the application was received during a time period when the Priority Waiting List was in effect for Priority Group 2 only, then the Block Grant eligible client is subject to the Priority Waiting List only if the gross countable income for the family on the date of application is above 100% of the FPL (Priority Group 2 at fee levels L3-L6).
 - c) If the application was received during a time period when the Priority Waiting List was not in effect, then the client is **NOT** subject to the Priority Waiting

List (even if the application processing occurs *after* the Priority Waiting List was put into effect).

c. Priority Status Based on Income And Priority Waiting List Applicability

- i. When the Priority Waiting List is in effect for Priority Groups 1 & 2, all new applicants who are eligible for Block Grant Child Care (BW/BU/BT) shall be placed on the Priority Waiting List (regardless of Priority Group status based on income).
- ii. When the Priority Waiting List is in effect for Priority Group 2 only:
 - a) Calculate the gross countable income that is attributable to the family effective the application date;
 - b) If the assigned fee level is L1 or L2 effective the application date, the client is in Priority Group 1 *and is not* subject to the Priority Waiting List (regardless of whether the fee level increases at a future date);
 - c) Proceed to authorize services if the client has an assigned fee level of L1 or L2 effective the application date (if the client is otherwise eligible); or
 - d) Place the client on the Priority Waiting List in AzCCATS if the client has an assigned fee level of L3, L4, L5 or L6 effective the application date (if the client is otherwise eligible).

d. Determination Of TANF Or CPS Related Eligibility And Exemption From The Priority Waiting List.

If the client is eligible for TANF or CPS related child care (JB, JA, EA, TC/WT, BP), proceed to authorize services after eligibility criteria have been verified, and **DO NOT** place the client on the Priority Waiting List.

i. Treatment of Block Grant/Protective Services Cases

- a) Applicants whose households contain a current Block Grant Protective Services (BP) eligible child are eligible for Block Grant child care (BW, BT, BU) for their other children in the household who need care, and *are not* subject to the Priority Waiting List (if all other CCA eligibility criteria have been met).
- b) When a foster parent or relative placement parent has a BP child in the home and the foster or relative placement parent needs care for his/her own children, the foster parents own children *are not* subject to the Priority Waiting List and may be authorized for BW/BU/BT. The Specialist shall process the

application and authorize services for all children who need care if the client is otherwise eligible for Child Care Assistance.

- c) Once a family is approved for Child care Assistance because they have a BP child in their household, they can retain their eligibility even after the BP child leaves their household as long as they continue to provide requested information, complete reviews, and meet eligibility requirements.
- d) When a BP child has been reunited with their family, the BP case closes, and the family applies for Child Care Assistance within 30 days after the BP case closure date:
 - 1) The family shall be authorized for BW/BU/BT child care (if otherwise eligible); and
 - 2) The family shall not be placed on the Priority Waiting List.
- e) The Block Grant Protective Service (BP) child **must be** open (**O**) and have an “N” in the **Care Needed** field on the *Household Add/Update* (AP32) screen to ensure the Priority Waiting List edits **do not** prevent the Specialist from entering a Block Grant eligibility on the *Eligibility Add/Update* (CP21) screen.

NOTE: The 30 day period is designed to allow the client time to reapply for Child Care Assistance because CCA’s internal processes may have caused the closure of the BP case.

- ii. When a foster parent applies for their own child(ren) **after** the Block Grant Protective Services eligible child has already left the home, the foster parent shall be subject to the Priority Waiting List and treated as consistent with all other applicants when the Priority Waiting List is in effect.

e. Determination Of Ineligibility For Child Care Assistance.

If the client does not meet eligibility criteria for any Child Care Assistance program, the Specialist shall deny the application as described in the **Child Care Assistance Denial** section of the manual.

3. Treatment of Income Ineligible Applicants Who Anticipate Decreased Income

a. Fluctuating Income

When an applicant is determined to be ineligible due to excessive income and the income fluctuates, the Specialist shall:

- i. Dialogue with the applicant to determine whether the applicant expects the income to decrease within the 30 day period following the application date.

- ii. Inform the applicant that DES/CCA has 30 days from the date of application to make an eligibility decision to either deny the application or approve the application and place them on the Priority Waiting List.
- iii. Explain that with the current information it appears that the client's fluctuating income may be excessive when compared to the current *Child Care Assistance Gross Monthly Income Eligibility and Fee Level Chart* (CC-229). However, as a case manager you may delay the decision until the 30th day to allow them time to provide additional income verification (if they feel that there may be a decrease in income.)
- iv. Register the application and allow the applicant up to 30 days (from the application date) to verify whether the income has decreased (if the applicant has indicated he/she expects the income to decrease).
- v. Send the applicant the *Initial Information Request* (CC-100) to request updated income verification for the current 30 day period.
- vi. When the Priority Waiting List is in effect for Priority Groups 1 and 2, approve the application and place the applicant on the Priority Waiting List (if the applicant verifies that their income has decreased within allowable limits for Child Care Assistance). Refer to the ***Placement On The Priority Waiting List*** section for further direction.
- vii. When the Priority Waiting List is in effect for Priority Group 2 only:
 - a) If the client verifies that their household income has decreased and is within Priority Group 2 (fee levels L3 through L6), approve the application and place the applicant on the Priority Waiting List. Refer to the ***Placement On The Priority Waiting List*** section for further direction.
 - b) If the client verifies that their household income has decreased and is within Priority Group 1 (fee level L1 or L2), approve the application and authorize BW/BU/BT Child Care services, if the client is otherwise eligible.
- viii. If the applicant's income has *not* decreased within allowable limits for Child Care Assistance by the 30th day, deny the application, and send the client the *Notice of Denial* (CC-102).
- ix. If the client fails to provide updated verification as requested, the AzCCATS system will automatically deny the application after the 30th day.

b. Treatment of Newly Employed Clients Whose Anticipated Gross Monthly Incomes Exceed the Maximum Allowable

When a newly employed applicant is anticipated to be income ineligible after he/she begins receiving regular paychecks (but has not begun receiving earnings at the time of interview), the Specialist shall determine whether to authorize services at fee levels L1 or L2, place the applicant on the Priority Waiting List, or deny the application, as described below.

- i. Request required verification to determine what the full amount of gross monthly earnings will be based on the client's work schedule and rate of pay (this is the anticipated full gross monthly amount that would be counted effective 10 days after receipt of the first paycheck).
- ii. Upon receipt of the income verification, dialogue with the applicant to determine whether the applicant expects the income to decrease within the 30 day period following the application date. (In other words, determine whether the client anticipates any reduction in work hours or rate of pay).
- iii. If the client indicates that there is **NO** possibility that work hours or rate of pay may be less than initially anticipated, the Specialist shall proceed as outlined below.
 - a) If the Priority Waiting List is in effect for both Priority Groups 1 & 2, deny the application based on a full month's anticipated income.
 - b) If the Priority Waiting List is in effect for Priority Group 2 only:
 - 1) If the client is in Priority Group 1 with income at or below 100% FPL (fee level L1 or L2) on the date of application:
 - (a) Approve the application and authorize Child Care Assistance at fee level L1 or L2 as appropriate.
 - (b) When the income obtained from the new employment becomes countable (10 days after receipt of the first paycheck), close the Child Care Assistance case 10 days after sending a Notice of Negative Action (according to CCA **Negative Actions** policy).
 - 2) If the client is in Priority Group 2 with income above 100% FPL (fee levels L3-L6) on the date of application, deny the application based on full month's anticipated income. (This only applies when the income is *still* anticipated to be excessive).

- iv. If the client indicates that there *is* a possibility that work hours or rate of pay may be less than initially anticipated:
 - a) Inform the applicant that DES/CCA has 30 days from the date of application to make an eligibility decision to either deny the application, or approve the application and place them on the Priority Waiting List.
 - b) Explain that with the current information the client has presented, it appears that the client's income may be excessive when compared to the maximum income on the current Child Care Assistance Gross Monthly Income Eligibility and Fee Level Chart (CC-229) once they begin receiving payment. However, as a case manager you may delay the decision up until the 30th day to allow them time to provide additional income verification (if they believe that there may be a decrease in income.)
- v. If a *full Priority Waiting List* is in effect (for both Priority Groups 1 and Priority Group 2) and the client has indicated that their income may be less than initially anticipated, pend the application and allow the applicant up to 30 days (from the application date) to verify whether the income has decreased.
 - a) Send the applicant the Initial Information Request (CC-100) to request updated income verification for the current 30 day period (from the application date).
 - b) If the applicant verifies that their income *has* decreased within allowable limits for Child Care Assistance, approve the application, and place the applicant on the Priority Waiting List (if the client is otherwise eligible); **OR**
 - c) If upon receipt of the updated earnings information the applicant's income *has not* decreased within allowable limits for Child Care Assistance deny the application; **OR**
 - d) If the client fails to provide updated verification as requested, allow AzCCATS to automatically deny the application 30 days from the *application received date*.
- vi. If a *partial Priority Waiting List* is in effect (for Priority Group 2 only) and the newly employed client's gross countable household income is at or below 100% FPL (Priority Group 1) on the date of application, the Specialist shall:
 - a) Approve the application and authorize Block Grant Child Care Assistance (BW/BU/BT) at fee level L1 or L2 as appropriate (based on verified earnings).
 - b) Send a General Information Request/Notice of Closure (CC-500) to request a copy of the 1st full paycheck.

- c) If upon receipt of the updated earnings information, the applicant's previously anticipated income has decreased within allowable limits for Child Care Assistance, adjust the income to change the fee level (if appropriate) according to CCA policy.
 - 1) The client can remain on Block Grant (BW/BU/BT) since they were in Priority Group 1 on the date of application (and the Priority Waiting List was *not* in effect for Priority Group 1 on the application date); and
 - 2) The client shall *not* be placed on the Priority Waiting List even if the increased income places them in the Priority Group 2 range (L3-L6) at a later date.
 - d) If the applicant's previously anticipated income has *not* decreased within allowable limits for Child Care Assistance, close the Child Care Assistance case 10 days after notice of negative action (according to CCA, Negative Actions policy).
- vii. If a *partial* Priority Waiting List is in effect (for Priority Group 2 only), and the gross countable income for the family is above 100% FPL (Priority Group 2) on the application date, but the client has indicated that household income may increase or decrease during the next 30 days, the Specialist shall:
- a) Pend the application and allow the applicant up to 30 days (from the application date) to verify whether the anticipated income has changed (if the client indicates that there is a possibility that work hours or rate of pay, or income from any other source may be different than initially anticipated).
 - b) Send the applicant the Initial Information Request (CC-100) to request updated income verification for the current 30 day period (from the application date).
 - c) If the applicant verifies that their gross monthly household income has decreased within allowable limits for Child Care Assistance, and is within Priority Group 2, approve the application and place the applicant on the Priority Waiting List.
 - d) However, if the applicant verifies that their income has decreased within allowable limits for Child Care Assistance and is within Priority Group 1, approve the application and authorize services.
 - e) If the applicant's income *has not* decreased within allowable limits for Child Care Assistance eligibility (or if the client fails to provide updated verification as requested), deny the application.

4. Placement On The Priority Waiting List

- a. After the applicant has submitted all of the verification required to make the eligibility decision (this does not include the provider selection), the Specialist shall proceed to determine eligibility according to CCA policy.
- b. If the Specialist determines that the applicant is eligible under a Block Grant program that is subject to the Priority Waiting List (BW, BT, or BU) the Specialist shall determine whether the client must be placed on the Priority Waiting List for services.
 - i. When the Priority Waiting List is in effect for both Priority Groups 1 and 2, ALL new applicants who are eligible for Block Grant Child Care (BW/BU/BT) shall be placed on the Priority Waiting List regardless of priority group (fee levels L1-L6).
 - ii. When a the Priority Waiting List is in effect for Priority Group 2 only:
 - a) The Specialist shall place *only* those new applicants who are Block Grant eligible and whose incomes are within Priority Group 2 (fee levels L3-L6 effective the date of application) on the Priority Waiting List.
 - b) New applicants who are Block Grant eligible with incomes at Priority Group 1 (fee levels L1 or L2 effective the date of application) shall not be placed on the Priority Waiting List, and shall be authorized for services if otherwise eligible.

c. Priority Waiting List Eligibility Code

The AzCCATS Eligibility Code for Priority Waiting List eligibility is **PL**. The Specialist shall enter the **PL** eligibility code on the AzCCATS *Eligibility Add/Update* CP21 to add the applicant to the Priority Waiting List in AzCCATS (as outlined in the *AzCCATS Procedures for Placement on the Priority Waiting List* section).

d. Date of Placement

- i. The client's effective date of placement on the Priority Waiting List is the date the application was date stamped as received by the Department.
- ii. The Specialist shall enter the application date onto the *Eligibility Add/Update* (CP21) screen as the "eligible start date" of the Priority Waiting List (**PL**) eligibility. (See *AzCCATS Procedures for Placement on the Priority Waiting List* below for additional instructions.)

e. The Twelve Month Review Date

- i. When the Specialist types the **PL** eligibility code into the AzCCATS CP21 screen and presses <ENTER>, the system will automatically enter a 12 month review

date. The review date will be the last day of the twelfth month from the **PL** (Priority Waiting List) eligible start date.

- ii. The 12 month eligibility period applies to Priority Waiting List (**PL**) clients **ONLY**, and **ONLY** while they are on the list.
- iii. Active clients in all child care programs will continue to be reviewed on a 6 month basis as outlined in the CCA Policy Manual.

f. Priority Group Tracking

- i. The Specialist shall calculate income as prescribed in the CCA Policy Manual.
- ii. If the client is newly employed, the income shall not be considered available to the family until 10 days after the receipt of the first paycheck.
- iii. The Specialist shall follow established CCA Policy regarding fee level increases (which requires that fee level increases be made effective the first of the following month **AFTER** expiration of the 10 day negative action notice), if there are any additional fee level changes to be processed **AFTER** the Specialist completes the initial processing of the “**PL**” eligibility on the AzCCATS CP21 screen.
- iv. The Specialist shall process the series of fee level changes as necessitated by household financial circumstances by entering new income amounts and fee level start dates into the AzCCATS *Eligibility Add/Update* (CP21) screen in succession and notify the client of each change. (See the *Treatment of Changes for Clients on the Priority Waiting List* section for further instruction.)

g. AzCCATS Procedures for Placement on the Priority Waiting List

- i. The Specialist shall register the application on the AzCCATS *Primary Address and Request/Application Processing* (AP10) screen and request any required verification via the *Initial Information Request* (CC-100) as outlined in the *Automated Application/Referral Tracking Procedures* section of the manual.
- ii. After the applicant has submitted the required verification, and the Specialist has determined that the client is eligible for Block Grant Child Care (BW/BU/BT), the Specialist shall process the case in AzCCATS by:
 - a) Completing the *Primary Address and Request/Application Processing* (AP10) screen to register the application; and
 - b) Processing the *Application/Responsible Person* (AP30) and *Household Add/Update* (AP32) screens up to the *Eligibility Add/Update* (CP21) screen.
- iii. To process the *Eligibility Add/Update* (CP21) screen the Specialist shall:

- a) Access the *Eligibility Add/Update* (CP21) screen;
- b) Type in the current gross monthly income for the household in the ***Monthly Income For Eligibility*** field;
- c) Type the Priority Waiting List eligibility code (**PL**) in the *Eligibility* field, and the application date in the ***Eligible Start Date*** and ***Fee Level Start Date*** fields on the line entitled “***Waiting List Only!***”; and
- d) Press <ENTER> to update the Priority Waiting List status in AzCCATS. (AzCCATS will calculate and insert the 12 month review date in the ***Review Date*** field on the CP21screen).
- e) Press <ENTER> again. AzCCATS will enter the fee level in the ***Fee Level*** Field on the CP21 screen.
- f) The Specialist **SHALL NOT** authorize services on the AzCCATS *Purchase Services Add/Update* (CP08) screen.

EXHIBIT OO: ADDING THE APPLICANT TO THE PRIORITY WAITING LIST ON THE CP21 SCREEN

TERM: XU03 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 11/06/02
V6LCP21 ELIGIBILITY ADD/UPDATE TIME: 12:19:54

CLIENT ID ----0000000000 NAME SMITH JOE

CASE MGR 12799 DISTRICT OFFICE -F1A UPDATE CASE MGR -12799

ELIGIBILITY FAMILY SIZE 02 MONTHLY INCOME FOR ELIGIBILITY \$ -950

ELIGIBILITY	ELIG START DATE	REVIEW DATE	FEE LEVEL	FEE LEVEL START DATE	END DATE	END REASON
--	-----	-----	-----	-----	-----	--

WAITING LIST ONLY !

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
CP04 AP10 AP30 ASJOB FRMS CP08 CP13 CP25 CP40 ~~PFKEY~~ CP10

Annotations:

- Enter “PL” to add an applicant to the Priority Waiting List (entered by the Specialist)
- Priority Waiting List placement date (the date the application was date stamped as received by the Department – entered by the Specialist)
- Assigned Fee Level (inserted by AzCCATS based on data entered by the Specialist in the *Monthly Income For Eligibility* field)
- The Fee Level Start Date is the date the fee level became effective (entered by the Specialist)
- 12 month review date (inserted by AzCCATS)

h. Notification to the Applicant

i. Notice of Priority Waiting List Placement

- a) If the client is determined to be eligible for Block Grant (BW/BU/BT) and has been placed on the Priority Waiting List in AzCCATS, the Specialist shall send the Priority Waiting List Placement Notice (CC-507) to the client as notification of placement on the Priority Waiting List (see **EXHIBIT SS** at the conclusion of this section).
- b) AzCCATS will automatically insert the family size, gross monthly income, Priority Group status, and date of Priority Waiting List placement into the Priority Waiting List Placement Notice (CC-507) (as entered by the Specialist on the Eligibility Add/Update (CP21) screen).
- c) If the client's fee level and *Priority Group* Status will be changing with an effective date in the future, the Specialist shall process each change and notify the client of via the Notice of Change (CC-511) using the notice selection entitled "P Group Change."
 - 1) The Specialist shall generate the Notice of Change (CC-511) immediately following each change entered on the CP21 screen because the AzCCATS system will read the *most recent* change displayed on the CP21 screen when generating each notice.
 - 2) If the Specialist attempts to key multiple changes on the CP21 screen prior to sending the corresponding notices, the notice(s) may contain incorrect information regarding the client's fee level and Priority Group status.
 - 3) The Specialist shall make the appropriate Priority Waiting List text selections to indicate how the changes affects the client's Priority Group status, and that the client remains eligible for the Priority Waiting List.

ii. Ineligible Applicants

The Specialist shall follow the procedures outlined in the CCA Policy Manual regarding denial of Child Care Assistance when the applicant is determined to be ineligible for services. (Refer to the ***Child Care Assistance Denial*** section of the manual for further information.)

5. Criteria For Remaining On The Priority Waiting List

Once the applicant has been placed onto the Priority Waiting List, he or she can remain on the list provided the conditions described below are met:

- a. The client continues to meet General Eligibility Criteria for Child Care Assistance (Arizona residency status; citizenship/legal residency status, etc.);
- b. The client continues to meet financial eligibility criteria (combined gross monthly income for the family remains at or below 165% FPL per the current Gross Monthly Income Eligibility and Fee Level Chart [CC-229]);
- c. The client continues to cooperate with Department requests for information, and complies with review requirements as needed to maintain eligibility; and
- d. The client continues to remain Block Grant (BW/BU/BT) eligible (i.e. does **NOT** become eligible for a TANF or CPS related program: JB, JA, EA, TC/WT, or BP).
- e. Although the client must verify that he or she has an eligible activity to be placed on the Priority Waiting List, the client (and any other parent/responsible person in the household) can have lapses in the eligible activity and continue to retain their position on the Priority Waiting List.
 - i. The lapses in eligible activity shall **NOT** count as “Gaps in Employment” since no services are currently authorized.
 - ii. The client shall be required to verify that they have an eligible activity at the point of release from the Priority Waiting List (if they had previously experienced a lapse in the eligible activity). Please refer to the ***Treatment of Changes for Clients on the Priority Waiting List*** section below for further information.

G. Treatment Of Changes For Clients On The Priority Waiting List

1. Loss Of The Eligible Activity While On The Priority Waiting List

- a. The client must verify that he or she (and any other parent/responsible person in the household) has an eligible activity to be added to the Priority Waiting List as a new applicant.
- b. The client may remain on the Priority Waiting List even after reporting a loss of the eligible activity (e.g. work, school).
- c. If the client is on the Priority Waiting List and then reports a change indicating that they currently have no eligible activity, the Specialist shall:
 - i. Allow the client to remain on the Priority Waiting List until selected for release.

NOTE: When the Priority Waiting List is in effect for Priority Group 2 only, and the client’s Priority Group status changes to Priority Group 1 because the client has lost his/her employment, the client shall remain on the Priority

Waiting List as a Priority Group 1 client until selected for release from the list.

- ii. Document the file regarding the change;
 - iii. Explain to the client that they can remain on the Priority Waiting List without an eligible activity; and
 - iv. Explain that the client will be required to substantiate that they (and any other parent/responsible person in the household) have an eligible activity (employment, school, etc.) when they are selected and released from the Priority Waiting List.
- d. If the loss of activity is employment, termination must be verified in order for the client to remain on the Priority Waiting List since this also results in a loss of income.

If the client reports a loss of employment the CCA Specialist shall:

- i. Send the client the General Information Request/Notice of Closure (CC-500) to request verification of termination from employment. (Refer to ***Gaps in Employment*** in the ***Changes*** section of the manual CCA Policy Manual for acceptable forms of verification of employment termination and the date the client last worked, including the conditions under which the client's written statement can be accepted);
- ii. Maintain the client on the Priority Waiting List in AzCCATS if the client verifies termination of employment by the 10 day due date specified in the General Information Request/Notice of Closure (CC-500); and
- iii. Decrease the fee level on the AzCCATS CP21, if warranted, effective the date that verification of employment termination is received.
 - a) Send the client the Notice of Change (CC-511) specifying the fee level and *Priority Group* status change; or
 - b) Send the No Change On Reported Information Notice (CC-505) if the information submitted has no impact on the client's fee level and *Priority Group* status.
- iv. Document the Case Action Summary (CC-047) in the file regarding the client's termination date, and that the client must verify participation in an eligible activity at the point of release from the Priority Waiting List.
- v. If the client does **NOT** comply with the request for information, close the case in AzCCATS after expiration of the 10 day expiration date in the General Information Request/Notice of Closure (CC-500).

- e. Breaks in employment reported by the client while on the Priority Waiting List shall **not** count towards the 2 employment gap per year limit.
- f. If the loss of activity is school only, document the file; no further verification is needed to allow the client to remain on the Priority Waiting List since the client is **NOT** receiving services at this time.

2. Changes In The Eligible Activity While On The Priority Waiting List

- a. If the client reports a change in the eligible activity (i.e., that they have changed from one eligible activity to another), the Specialist shall:
 - i. Send the General Information Request/Notice of Closure (CC-500) to the client to request verification of the new activity as outlined in the following sections of CCA Policy: **Verification Requirements, Eligibility Determination Process, and Program Specific Eligibility Determination.**
 - ii. Evaluate how the change affects programmatic and financial eligibility as outlined in the **Program Specific Eligibility Determination** Section.
 - iii. Document the case file; and proceed as described below.
- b. If the change in activity remains consistent with Block Grant eligibility (BW/BU/BT) based on employment, unable/unavailable status, or teen parent in non-post secondary education, the Specialist shall either:
 - i. Allow the client to remain on the Priority Waiting List with their current placement date if the verification is received; and
 - ii. Send the client the Notice of Change (CC-511), and make the appropriate Priority Waiting List text selections (if the client will remain on the list); **OR**
 - iii. Remove the client's name from the Priority Waiting List and close the case on the AzCCATS CP21 & AP30 screens if the client fails to provide requested information regarding the new activity.
- c. If the client remains Block Grant Eligible (BW/BU/BT) eligible and the change in activity *also* results in a change in income, refer to the **Changes in Income for Clients on the Priority Waiting List** section below for further instructions.

3. Changes In Cash Assistance or CPS Case Status While on the Priority Waiting List

- a. If a change in the client's activity or Cash Assistance or CPS case status makes the client eligible for a program that is **NOT** subject to the Priority Waiting List (e.g. Jobs Child Care, Cash Assistance Employed Child Care, Transitional Child Care, Block Grant Protective Services Child Care) the Specialist shall:

- i. Review the AzCCATS CP40/CP41 screens to verify Cash Assistance case status changes; the AzCCATS AP49 screen (if the client has an open (OP) or (RV) Cash Assistance case) to review household income information as reported to AZTECS, and FPUB for Child Support information.
 - ii. Request the name of the selected provider and any additional verification that is required;
 - iii. Redetermine eligibility according to the ***Order of Priority for Child Care Programs*** in the ***Eligibility Determination Process*** section of the manual; and
 - iv. Convert the client to the appropriate Child Care program, as described below.
- b. To request the name of the selected provider and any additional required verification prior to converting the child care case to the appropriate TANF related child care program (JB/EA/TC) in the AzCCATS system, the Specialist shall follow the steps below.
- i. If the Specialist has received a Jobs Child Care Referral and the appropriate child care program is Jobs Child Care, the Specialist shall proceed as described below:
 - a) Access the appropriate systems screens (AzCCATS CP40/41 & AP49) to verify household information; and
 - b) Register the Jobs referral and send a *Jobs Client Provider Selection Notice* (CC-103) to request the name of the selected provider.
 - c) If the client contacts the Specialist with the name of the selected provider (and provides verification), the Specialist shall
 - 1) Register the receipt of the Jobs referral and complete the AP10 screen; and
 - 2) Convert the case to Jobs (JB) Child Care as described in the ***Program Conversion Outside of the Selection/Release Process*** section.
 - d) If the client fails to provide the Specialist with the name of a DES contracted child care provider (and verification, if requested) by the due date on the *Jobs Client Provider Selection Notice* (CC-103), the Specialist shall:
 - 1) Send a *Notice of Action* (CC-502) to inform the client that they will be removed from the Priority Waiting List effective 10 days from the mailing date of the notice; and
 - 2) Remove the client from the Priority Waiting List by entering the eligibility *end date* and *end reason* on the AzCCATS CP21 screen to end the Priority

Waiting List (**PL**) eligibility, and close the client on the AP30 screen to close the case in AzCCATS.

- ii. If the appropriate child care program is Cash Assistance Employed Child Care (EA) or Transitional Child Care (TC) the Specialist shall:
 - a) Access the appropriate systems screens (AzCCATS CP40/41 & AP49) to verify household information; and
 - b) Send a General Information Request/Notice of Closure (CC-500) to request the name of the selected provider and any additional required verification.
 - c) If the client *provides* all requested verification (including the name of the selected provider) and *remains* eligible for a program that is **NOT** subject to the Priority Waiting List, the Specialist shall:
 - 1) Register the date the verification is received in the ***Request/Application Received Date*** field on the AzCCATS AP10 screen;
 - 2) Type **PLR** in the ***Type*** field for *Priority Waiting List Release*. (This will allow a new 6 month eligibility period to be entered on the AzCCATS CP21 screen.);
 - 3) Type **COM** in the ***Action*** field;
 - 4) Press <**ENTER**>; and
 - 5) Follow the CP21 procedures outlined in the ***Program Conversion Outside of the Selection/Release Process*** section.
- iii. If the client fails to provide the Specialist with the name of a DES contracted Child Care Provider and requested verification (if applicable) within 10 days of the due date in the notice (or if the client provides the required verification, but is determined to be ineligible for Child Care Assistance) the Specialist shall:
 - a) Send the client a Notice of Action (CC-502) specifying that the case closure date will be 10 days after the mailing date on the notice; and
 - b) Remove the client's name from the Priority Waiting List by ending the **PL** eligibility on the AzCCATS CP21 screen and closing the case on the AzCCATS AP30 screen (following expiration of the 10 day notice).
- c. If the Specialist has received a CPS Child Care referral, the Specialist shall convert the child care case to Block Grant Protective Services (BP) Child Care as described below.

- i. Register the receipt of the CPS referral on the AP10 screen;
- ii. End the Priority List (**PL**) eligibility on the *AzCCATS Eligibility Add/Update* (CP21) screen by entering the eligibility end date in the **End Date** field and (**EC**) for eligibility change in the **End Reason** field;
- iii. Complete the *AzCCATS In Home CPS Referrals Update* (AP20) screen or Out of Home CPS Referrals Update (AP21) screen as appropriate; and
- iv. Convert the case to Block Grant Protective Services (BP) Child Care on the AzCCATS CP21 screen, and authorize services on the CP08 screen.
- v. Authorize any additional children in the household for child care under BW/BU/BT (if they are otherwise eligible) and are **NOT** included in the CPS referral; and
- vi. Send the client the *Notice of Change* (CC-503) regarding the effective date of eligibility and authorization for services.

4. Changes In Income for Clients On The Priority Waiting List

- a. When the client's household income changes, the Child Care Specialist shall:
 - i. Verify the new income amount on the *AzCCATS AZTECS/CCA Countable Income Summary* (AP49) screen if the client has an open (coded **OP** or **RV**) Cash Assistance, Food Stamp or Medical Assistance case, if possible. (See **Changes in Income** in the **Changes** section of the CCA Policy Manual for further instruction regarding use of the AP49 screen as verification of income.) Verify the receipt of child support income via the FPUB screen, if possible.
 - ii. If systems verification is not available via the AzCCATS AP49 screen or the FPUB screen for Child Support (or the amounts listed on the AP49 are not within \$50 of the client's stated amount), refer to **Income Verification** in the **Income Eligibility Criteria** section of the CCA Policy Manual for allowable types of income verification.
 - iii. Notify the family via the *General Information Request* (CC-500) that they have 10 days to provide income verification and that if they fail to provide the requested verification, they will be removed from the Priority Waiting List and the case will be closed;
 - iv. Close the case if the client fails to provide the requested verification by the 10 day deadline by entering an **end date** and **end reason** in the appropriate fields of the AzCCATS CP21 screen and close the case on the AP30 screen.

- b. If the client submits verification of income by the 10 day deadline (or the Specialist has otherwise verified it via systems or collateral contact), the Specialist shall proceed as described below.
 - i. Redetermine the client's income eligibility.
 - ii. If the client remains income (and otherwise) eligible, the client will remain on the Priority Waiting List (if the Priority Waiting List remains in effect for their fee level/income level and Priority Group status).
 - iii. Adjust the client's fee level (and allow 10 days for notice of negative action if the change results in a fee level increase effective the first of the following month).
 - iv. Send the client the Notice of Change (CC-511) and make the appropriate Priority Waiting List text selections to tell the client how the change affects their placement on the list, or the No Change On Reported Information Notice (CC-505) if there is no resultant change.
- c. If the client is no longer income eligible the Specialist shall:
 - i. Send the client the Notice of Action (CC-502) stating the case will close effective 10 days from the mailing date of the notice; and
 - ii. Enter an eligibility **end date** and **end reason** on the AzCCATS CP21 and close the client on the AP30 screen to end the Priority Waiting List (**PL**) eligibility in AzCCATS.
- d. When the Priority Waiting List is in effect for Priority Group 2 only, and the client's gross monthly countable household income decreases to Priority Group 1, the client may be authorized for services if they are engaged in an eligible activity. The Specialist shall proceed as outlined below:
 - i. Send a General Information Request/Notice of Closure (CC-500) asking for the name of the selected provider and any other required verification (if the information could *not* be verified via the AzCCATS AP49 screen, or the FPUB screen [for child support]).
 - ii. If the client provides the name of the selected provider and requested verification:
 - a) Type the date the verification was received in the *Request/Application Received Date* field on the AP10 screen (this will allow the Specialist to set up a new 6 month eligibility period on the CP21 screen);
 - b) Type the **PLR** code (for Priority Waiting List Release) into the **Type** field on the AP10 screen;

- c) Type **COM** in the Action field of the AP10;
 - d) Press <ENTER>; and
 - e) Follow the procedures outlined in the *Program Conversion Outside of the Selection/Release Process* section.
- iii. If the client fails to provide the information requested on the General Information Request/Notice of Closure (CC-500), close the **PL** eligibility by entering the *end date* and *end reason* in the appropriate fields of the AzCCATS CP21 screen and close the client on the AP30 screen.
- e. When the Priority Waiting List is in effect for both Priority Groups 1 and 2, and a *Priority Group 2* client's income decreases to *Priority Group 1* **after** *Priority Group 1* clients for that application date have already been released:
 - i. The client is eligible to receive services effective the date that the income change is verified and the provider is selected, if the client is *still engaged in an eligible activity*.
 - ii. The Specialist shall send the client a General Information Request/Notice of Closure (CC-500) to obtain the name of the selected provider and any required verification (if the verification could not be verified via the AzCCATS AP49 screen, or the FPUB screen [for child support]).
 - iii. Once the client has provided the name(s) of the provider(s) and all required verification has been received (and the client is otherwise eligible), the Specialist shall:
 - a) Complete the fee level change on the AzCCATS *Eligibility Add/Update* (CP21) screen; and
 - b) Contact the Policy Helpdesk for assistance in releasing the client from the Priority Waiting List, and provide the client's name and Client ID number.
 - iv. The Policy Helpdesk will review the client's date of placement on the Priority Waiting List in conjunction with the new fee level/priority group to confirm that this client should have been included in a prior release.
 - v. If the Policy Helpdesk confirms that the client should have been included in a prior release they will contact the AzCCATS helpdesk to initiate the release.
 - vi. Once the client is released from the Priority Waiting List, the AzCCATS Helpdesk will notify the Specialist that they may end the Priority Waiting List (PL) eligibility on the CP21 screen, convert the case to Block Grant eligibility (BW/BU/BT), and proceed to authorize services.

NOTE: AzCCATS Helpdesk assistance is necessary in this situation since systems edits have been designed to prevent new Block Grant eligibilities from being added for Priority Waiting List clients until they have been selected for release.

vii. After the AzCCATS Helpdesk releases the client from the Priority Waiting List, the Specialist shall:

- a) Register the client contact on the AzCCATS *Primary Address and Request/Application Processing* (AP10) screen by placing:
 - 1) The date that the client provided the requested verification and the name of their selected provider in the ***Request/Application Received Date*** field;
 - 2) The **PLR** (Priority Waiting List Release) code in the ***Type*** field; and
 - 3) **COM** for complete in the ***Action*** field; and
 - 4) Press <ENTER>.
- b) Process the AzCCATS *Eligibility Add/Update* (CP21) screen by following the procedures outlined under ***Authorization Procedures*** in the ***Release From The Priority Waiting List*** section of the manual;
- c) Authorize services effective the date all verification is received; and
- d) Send the client a *Notice of Change* (CC-503) informing them of the fee level change, the units authorized and the effective date of the authorization.

PRIORITY WAITING LIST EXAMPLE #1:

Priority Group 2 client reports decrease in income outside of the Priority Waiting List selection process when a *full* Priority Waiting List is in effect (for Priority Groups 1 and 2)

A *Full* Priority Waiting List is in effect (for Priority Groups 1 and 2). A *Priority Group 2* client on the Priority Waiting List reports a decrease in income outside of the selection process. The change takes the client from *Priority Group 2* to *Priority Group 1* after *Priority Group 1* clients for that application date have already been released and authorized.

- Today is 2/14/03. A client who has been on the Priority Waiting List since 10/11/02 submits her pay stubs for the last 30 days because her income has decreased.

- Her current gross monthly household income in AzCCATS is \$1950 for a family size of 3 persons. She is currently assigned to *Priority Group 2* at fee level L5. Her new gross monthly household income is only \$1200.
- The Specialist completes the fee level change on the CP21 screen and sends a *Child Care Notice of Change* (CC-511). The client's fee level is decreased to L2 effective 2/14/03 which places her in *Priority Group 1*.
- *Priority Group 1* clients with application dates from 10/1/02 to 10/31/02 were released from the Priority Waiting List back on 1/7/03 and were authorized for CCA services effective 2/01/03.
- The Specialist contacts the Policy helpdesk and confirms that the client should have been part of the earlier release. Policy helpdesk forwards the request for a release from the Priority Waiting List to the AzCCATS helpdesk.
- AzCCATS helpdesk contacts the Specialist after they have released the client for processing.
- The Specialist sends a *General Information Request* (CC-500) on 2/14/03 requesting that the client provide the name of a selected DES Child Care Provider by 2/27/03.
- The client calls and selects a provider on 2/21/03. The Specialist reviews the household information with the client and determines that the information in the case file is current and all verification has been received.
- The Specialist registers the client's response to the *General Information Request* (CC-500) on the AP10 screen using **PLR** (for Priority Waiting List release) in the *Type* field, the date all verification was received (2/21/03) in the *Request Application/ Received Date* field, and **COM** in the *Action* field.
- The Specialist processes the Block Grant (BW) eligibility on the CP21 by placing the date all verification was received (2/21/03) in the *Eligible Start Date* field and *Fee Level Start Date* fields, and a 6 month review date (7/31/03) in the *Review Date* field.
- The Specialist sends the *Child Care Notice of Change* (CC-503) to notify the client regarding the 2/21/03 BW eligible start date and authorization of services.
- The client is removed from the Priority Waiting List and authorized for services effective 2/21/03.

5. Changes in Family Size While on the Priority Waiting List

- a. The CCA Specialist shall process changes in family size and subsequent fee level changes for clients who report a change in family size while on the Priority Waiting

List effective the actual date of the change, or the date the Specialist was notified of the change, whichever is later.

- b.** When the Priority Waiting List client's family size has changed, the Specialist shall:
 - i.** Document the family size change on the Case Action Summary (CC-047); and
 - ii.** Make the family size change on the AP30 and/or AP32 screens as appropriate.
 - a)** To add new household members:
 - 1)** Request any necessary verification such as verification of income or eligible activity as appropriate prior to adding a new household member.
 - 2)** Open the new household member's client status on the AP30 and/or AP32 screen as appropriate. Process through the AP32 screen to determine the new family size; or
 - b)** To remove household members, close those members who are no longer part of the family size on the AP30 and/or AP32 screens as appropriate
 - iii.** Review the current household gross monthly income;
 - iv.** Access the AzCCATS Eligibility Add/Update (CP21) screen, and make any necessary changes to recalculate the fee level.
 - v.** Enter a new fee level start date into the AzCCATS Eligibility Add/Update (CP21) screen if the change in family size necessitates a fee level change.
 - a)** When the change in family size causes the fee level to decrease, the new fee level start date will be the date the change occurs or the date the information is received by the CCA Specialist, whichever is later;
 - b)** When the change in family size causes the fee level to increase, the Specialist shall effect the fee level change on the first of the following month after expiration of the 10 day Notice of Change (CC-511).
 - vi.** Send the client the Notice of Change (CC-511) (if the family size change necessitates a fee level change); or
 - vii.** Send the No Change On Reported Information Notice (CC-505) if the new family size has no impact on the client's fee level and *Priority Group* status;
- c.** If the client becomes income ineligible due to a change in family size, the Specialist shall notify the client via the Notice of Action (CC-502).

- i. The Specialist shall close the case in AzCCATS effective at least 10 calendar days after the mailing date of the Notice of Action (CC-502) in accordance with CCA Negative Actions policy.
 - ii. The Specialist shall remove the ineligible client from the Priority Waiting List by typing the end date (as stated in the Notice of Action [CC-502]) in the **End Date** field and the closure reason in the **End Reason** field of the AzCCATS *Eligibility Add/Update* (CP21) screen and by closing the client on the AzCCATS AP30 screen.
- d. When a *full* Priority Waiting List is in effect (for both Priority Groups 1 and 2) and a Priority Group 2 client changes to Priority Group 1 (because of an increased family size) after all of the Priority Group 1 clients for that application date have already been released, the Specialist shall follow the steps as outlined below.
- i. If the change was due to the addition of a child, the Specialist shall:
 - a) Authorize Child Care services effective the date the name of the selected provider and all other necessary verification is received; and
 - b) Following the steps outlined in the previous section (section C.5. above) regarding procedures in AzCCATS when the Priority Waiting List is in effect for both Priority Groups 1 and 2, and a *Priority Group 2* client's income decreases to *Priority Group 1* **after** *Priority Group 1* clients for that application date have already been released.
 - ii. If the change was due to the addition of a parent/other responsible person, the Specialist shall request verification of income and eligible activity for the parent/other responsible person the along with the name of the selected provider via the General Information Request/Notice of Closure (CC-500).

NOTE: The Specialist should dialogue with the client to determine if the parent/other responsible person to be added to the family size is engaged in an eligible activity. If the parent/other responsible person is not engaged in an eligible activity, the client shall remain on the Priority Waiting List until they are selected in the next release from the Priority Waiting List.

- a) If the client fails to provide the requested information, the Specialist shall close the client's Priority Waiting List eligibility by entering an **end date** (as stated in the General Information Request/Notice of Closure [CC-500]) and **end reason** on the AzCCATS CP21 screen and close the client on the AP30 screen.

- b) If the client provides the requested information and remains otherwise eligible the Specialist shall:
 - 1) Authorize Child Care Assistance effective the date all verification is received; and
 - 2) Follow the steps outlined in the previous section (section C.5. above) regarding procedures in AzCCATS when the Priority Waiting List is in effect for both Priority Groups 1 and 2, and a *Priority Group 2* client's income decreases to *Priority Group 1* **after** *Priority Group 1* clients for that application date have already been released.
- e. If a *partial* Priority Waiting List is in effect (for Priority Group 2 only), and a Priority Group 2 client changes to Priority Group 1 because of an increased family size, the Specialist shall proceed as described below.
 - i. If the change was due to the addition of a child or a parent/other responsible person who is engaged in an eligible activity, the Specialist shall request additional verification as needed, and authorize Child Care Assistance effective the date the name of the selected provider and all other necessary verification is received.
 - ii. Convert to BW/BU/BT as appropriate;
 - a) Type the date verification was received in the ***Request/Application Received Date*** field on the AP10 (this will allow the Specialist to set up a new 6 month eligibility period on the CP21 screen);
 - b) Type the **PLR** code (for Priority Waiting List Release) into the ***Type*** field on the AP10 screen;
 - c) Type **COM** in the ***Action*** field of the AP10;
 - d) Press <ENTER>; and
 - e) Follow the procedures outlined below in the ***Program Conversion Outside of the Selection/Release Process*** section.
 - iii. If the change was due to the addition of a parent/other responsible person who does not have an eligible activity, the Specialist shall allow the client to remain on the Priority Waiting List until selection for release.
 - iv. The Specialist shall send the client a *Notice of Change* (CC-511) as appropriate.

H. Program Conversion Outside of the Selection/Release Process

If a change in household circumstances requires the Specialist convert the client's **PL** eligibility to another program of eligibility on the AzCCATS CP21 screen, the Specialist shall follow the steps below.

1. End the Priority List (**PL**) eligibility on the AzCCATS *Eligibility Add/Update* (CP21) screen by entering an eligibility end date in the **End Date** field and (**EC**) for eligibility change in the **End Reason** field;
2. Type the appropriate eligibility code in the *Eligibility* field (i.e. BP, EA, JB, TC, or BW/BU/BT eligibility within Priority Group 1 when a Priority Waiting List is in effect for Priority Group 2 only.);
3. Type the date the verification of the eligible activity was received as the *eligible start date* in the CP21 screen to begin the new eligibility;
4. Type the fee level start date (the fee level start date shall equal the eligible start date);
5. Type a 6 month review date in the *Review Date* field, and press <**ENTER**>;
6. Authorize services on the AzCCATS *Purchase Services Add/Update* (CP08) screen for each child needing care;
7. Provide written notification to the client via the *Notice of Change* (CC-503); and
8. Document the case file accordingly.

I. Review Process For Clients On The Priority Waiting List

Clients on the Priority Waiting List are subject to the same review process and requirements as active clients (as outlined in the **Case Review Process** section) with the exception of the following:

1. Clients on the Priority Waiting List are automatically assigned a twelve month review date by the AzCCATS system based on the entry of the **PL** eligibility code by the Specialist (rather than six month review date).
2. Clients can remain on the Priority Waiting List even when they are **not** participating in an eligible activity.
 - a. The client will be required to verify that they have an eligible activity at the point of release from the Priority Waiting List; and

- b. The client must continue to meet all other eligibility requirements in order to retain their position on the Priority Waiting List.

J. Negative Actions While on the Priority Waiting List

For clients on the Priority Waiting List, the termination of the (PL) eligibility/case closure is a negative action. The Specialist shall provide written notification to the client regarding any negative action taken. (Refer to the *Negative Actions* section of the manual for a more detailed list of negative actions.)

1. Termination of Eligibility Requiring 10 Day Notice

- I. Negative actions require written notification at least 10 calendar days prior to the date the action becomes effective when the case closure is due to one or more of the following reasons:
 - a. The client voluntarily terminates assistance;
 - b. The gross monthly income for the family exceeds the maximum allowable income for Child Care Assistance at 165% of the Federal Poverty Level;
 - c. The client does not meet program specific eligibility criteria for **ANY** Child Care Assistance program;
 - d. The applicant is not a United States (U.S.) citizen or is not a legal resident of the U.S. (is not residing lawfully in the United States);
 - e. The client is not an eligible applicant (is not a parent, nonparent relative, or legal guardian of the child needing care);
 - f. The client fails to provide required verification as requested;
 - g. The client fails to submit the Application for Child Care Assistance (CC-001) form for redetermination as requested;
 - h. No eligible children remain in the household;
 - i. The client is selected for release from the Priority Waiting List and fails to contact DES/CCA (by phone, by mail, or in person) by the due date on the Priority Waiting List Selection Notice (CC-320); or
 - j. The client (and any other parent/responsible person in the household) does not have an eligible activity or need for Child Care Assistance upon selection for release from the Priority Waiting List. The parent **OR** other parent/responsible person in the household is available to provide care, or is engaged in an activity that is not allowable for Child Care Assistance eligibility.

2. Termination of Eligibility Requiring Adequate Notice

Negative actions require written notification on or before the date the action becomes effective (adequate notice) when the case closure is due to one of the following reasons:

- a. The client does not reside in the state of Arizona; or
- b. Loss of contact; mail has been returned as undeliverable and there is no current address for the client.
- c. The agency has information confirming the death of the client (and there is no other parent in the home).

3. Negative Action Notification

If a client on the Priority Waiting List becomes ineligible for Child Care Assistance, the Specialist shall close the case as described below.

- a. Send a Notice Of Action (CC-502) at least 10 calendar days prior to the date case closure becomes effective, specifying the ineligible reason and informing the client that their case will be closed and they will be removed from the Priority Waiting List.
- b. Remove the ineligible client from the Priority Waiting List by entering the end date (as stated in the Notice of Action [CC-502]) in the **End Date** field and closure reason in the **End Reason** field of the AzCCATS *Eligibility Add/Update* (CP21) screen, and close the client case on the AzCCATS AP30 screen.

4. Loss of Eligible Activity

A negative action **DOES NOT** result when there is a loss of the eligible activity while the client is on the Priority Waiting List.

- a. Clients on the Priority Waiting List who report the loss of an eligible activity may remain on the Priority Waiting List.
- b. When the client is selected for release from the Priority Waiting List, they will be required to provide verification that they (and any other parent/responsible person in the household) are engaged in an eligible activity.

5. Fee level Increases

When a client is on the Priority Waiting List and a change results in an increased fee level, the Specialist shall increase the fee level effective the first day of the following month after 10 day negative action notification procedures have been followed. The Specialist shall:

- a. Increase the fee level effective the first day of the month following expiration of the 10 day negative action notice; and
- b. Send the client the Notice of Change (CC-511) at least 10 days before the change is made effective; the Specialist must make the change effective on the first day of a calendar month only.

6. Nonpayment of Copayment

If the Specialist receives notification from a Child Care Provider that the client has failed to pay the DES required copayment the Specialist shall follow the procedures outlined under *Actions Requiring 30 Day Notice* in the *Negative Actions* section of the Manual.

NOTE: This may occur when a client on the Priority Waiting List previously received services, and had an outstanding nonpayment of copayment issue that had not been addressed.

K. Release From The Priority Waiting List

1. Prioritization Criteria For Release

Clients on the Priority Waiting List will be prioritized for release based on the factors described below.

- a. Application date; and
- b. Current *Priority Group* status (based on *current* fee level, family size and income).

NOTE: *Current* fee level means the fee level assigned to the family on the Priority Waiting List release date.

2. Selection Process For Release

- a. CCA Central Office will identify the number of clients scheduled for each group to be released from the Priority Waiting List.
- b. Clients will be prioritized for release based on Priority Group status beginning with the earliest application/Priority Waiting List date (which is the *eligible start date* for the “PL” eligibility on the AzCCATS *Eligibility Add/Update* (CP21) screen).
 - i. The gross monthly income attributable to the household *on the release date* determines whether a client is in Priority Group 1 (fee levels L1 and L2) or Priority Group 2 (fee levels L3-L6)

- ii. *Priority Group 1* clients shall always receive priority for service over *Priority Group 2* clients (based on the income attributable to the household on the release date).
- iii. *Priority Group 2* clients cannot be selected for release until all *Priority Group 1* clients on the Priority Waiting List have been selected and released.
- iv. Clients with current household incomes that are at or below 100% FPL (fee level L1 or L2) on the release date are *Priority Group 1* clients and shall be selected for release in application date order.
- v. When all of the *Priority Group 1* clients have been selected and released from the Priority Waiting List, *Priority Group 2* clients (with household incomes above 100% FPL, fee levels L3-L6) may be selected for release in application date order (beginning with the earliest application date).
- vi. When the Priority Waiting List is in effect for Priority Group 2 clients only (partial Priority Waiting List), they will be selected for release in application date order (beginning with the earliest).

3. Priority Waiting List Release Procedures

a. CCA Central Office Notification of Release.

CCA Central Office shall notify Child Care Specialists of the release of clients from the Priority Waiting List in the following manner.

- i. CCA Central Office shall inform the Child Care Specialist of the date of the current release from the Priority Waiting List, the effective date of eligibility/authorization for those clients released, and the approximate number of clients released from the list via electronic mail.
 - a) CCA Central Office shall notify the field of an upcoming release at least 1 workday prior to the release date;
 - b) The release date will generally be within the first 5 calendar days of the release month;
 - c) Client notification regarding the release will be generated by AzCCATS and mailed on the release date; and
 - d) The effective date of eligibility for conversion to Block Grant (BW/BU/BT) will generally be the first of the following month after the release date.

NOTE: CCA staff need to check e-mail daily to receive information about upcoming Priority Waiting List releases.

- ii. The AzCCATS Main Menu screen will display:
 - a) The date the Priority Waiting List went into effect (whether for Priority Groups 1 & 2, or Priority Group 2 only);
 - b) A prompt to indicate whether a release of clients from the Priority Waiting List is in process.
 - 1) If a group of clients has been released, the message **“VIEW CURRENT RELEASE ON CP24”** will display.
 - 2) If a Priority Waiting List release is not in process, the message will not display.
 - c) The effective date of eligibility for conversion and authorization to Block Grant (BW/BU/BT) for each release date.
- iii. Upon notification of release, Specialists shall access the AzCCATS *Priority Waiting List Release* (CP24) screen to view the list of newly released Priority Waiting List clients in their assigned caseload.

[illegible]

c) The due date for client contact will automatically be inserted into the notice by AzCCATS, and will be 10 days from the release date (the release date will be displayed under the *Release Date* column on the CP24 screen).

ii. Request that the client contact his or her CCA Specialist by the specified due date in the notice to:

a) Report any changes in household circumstances; and

b) Provide the name(s) of the provider(s) they have selected.

c. Client Contact Requirement

The client is required to contact the Child Care Specialist by the specified date in the Priority Waiting List Selection Notice (CC-320).

i. Clients selected for release from the Priority Waiting List may contact the DES Child Care office by phone to provide the information, or may submit the completed Priority Waiting List Status Report (CCA-1070A) form in person, by fax or by mail, whichever is *most convenient* for the client.

ii. The client is **NOT** required to fill out the Priority Waiting List Status Report (CCA-1070A) form to fulfill the client contact requirement.

d. Failure to Contact CCA By The Specified Due Date

If the Client fails to contact DES Child Care in response to the Priority Waiting List Selection Notice (CC-320) by the specified due date (within 10 days after the release date), the Specialist shall remove the client from the Priority Waiting List.

i. The CCA Specialist shall send the Notice Of Action (CC-303) from the *Priority Waiting List Release* (CP24) screen; and

ii. Close the Child Care Assistance case in AzCCATS effective at least 10 days from the mailing date of the Notice of Action (CC-303) for failure to provide requested information.

NOTE: The specialist shall exercise discretion in applying the specified due date for client contact upon release and shall consider the client's reasons for untimely initial contact, if this occurs. The Specialist shall accept the untimely initial contact if circumstances beyond the client's control caused the delay (e.g. client hospitalization, incarceration, out of town, severe illness/death of an immediate family member, or other factors of a similar nature). Specialists shall review the need for such extensions with their immediate supervisors, and document the Case Action Summary accordingly. The due date for initial client contact

after release can be extended to the month end date in the calendar month of release, when there are extenuating circumstances, but not beyond that date.

e. Method of Client Contact Following Notification of Release

- i. If the client responds to the Priority Waiting List Selection Notice (CC-320) by contacting the CCA Specialist by telephone, the Specialist shall:
 - a) Complete systems inquiries via FPUB, the AzCCATS AP49, and CP40/CP41 screens to identify any earned/unearned income, child support, household composition or Cash Assistance case status changes which may have occurred.
 - b) Dialogue with the client to review the current household circumstances as listed on the Priority Waiting List Status Report (CCA-1070A) form (including, but not limited to, employment and earnings status, eligible activity, unearned income status, any changes in household members, and other eligibility factors);
 - c) Obtain the name of the selected provider(s) from the client for each child needing care;
 - d) Document the results of the discussion on the Priority Waiting List Status Report (CCA-1070A) form, initial, date and place the form in the case file; and
 - e) Compare the results of the discussion and systems screen inquiries with the original application (and any reported changes that have been documented since that application date), to determine if changes have occurred and additional verification is required.
- ii. If the client responds to the Priority Waiting List Selection Notice (CC-320) by submitting the completed Priority Waiting List Status Report (CCA-1070A) form in person, by fax or by mail, the Specialist shall:
 - a) Complete systems inquiries via FPUB, the AzCCATS AP49, and CP40/CP41 screens to identify any earned/unearned income, child support, household composition or Cash Assistance case status changes which may have occurred.
 - b) Review the current household circumstances as listed on the Priority Waiting List Status Report (CCA-1070A) form; and
 - c) Compare the current household circumstances via the status report form and the systems screen inquiries with the original application (and any reported

changes that have been documented since that application date) to determine if changes have occurred and additional verification is required.

f. Client Contacts CCA and Additional Verification Is Not Needed

If the client responds to the Priority Waiting List Selection Notice (CC-320) and the Specialist determines that no additional verification is required, the Specialist shall:

- i. Convert the case to Block Grant (BW/BU/BT) if the client is otherwise eligible; and
- ii. Perform the conversion using a single step process on the CP21 screen.
- iii. Proceed to the ***Redetermination of Eligibility After Release*** and ***Authorization Procedures*** sections for detailed processing instructions.

g. Client Contacts CCA And Additional Verification Is Needed

If the client responds to the Priority Waiting List Selection Notice (CC-320) and the Specialist determines that additional verification is required, or if the client needs additional time to locate a provider, the Specialist shall proceed as described below.

NOTE: The Specialist shall **NOT** require that the client submit new verification unless a change has occurred.

- i. The Specialist shall explore whether the change can be verified via systems information (FPUB, AzCCATS AP49, CP40/CP41 screens, etc., refer to the ***Verification Requirements*** (and other appropriate sections) of the manual for further instruction on the use of systems verification).
- ii. If the change can't be verified via systems and further verification is required, the CCA Specialist shall send a General Information Request/Notice of Closure (CC-500) to request the information, and shall allow the client at least 10 days (after the mailing date of the notice) to provide current verification and/or notification of provider selection.
- iii. If the client indicates they are having difficulty locating a provider, or obtaining verification, the Specialist ***shall allow more than 10 days*** (from the mailing date in the notice) when specifying the due date in the General Information Request/Notice of Closure (CC-500). When extending the due date beyond 10 days, the Specialist shall not exceed the calendar month end date of the release month.
- iv. If the client fails to provide the verification as requested, the Specialist shall close the client's Priority Waiting List eligibility in AzCCATS by entering an

end date and end reason for the “PL” eligibility on the AzCCATS CP21 and close the client on the AP30.

- v. If the client provides the requested verification by the due date in the notice, the Specialist shall redetermine eligibility, and shall proceed to the ***Treatment of Changes Discovered At Release*** section below for further direction.

h. Treatment Of Changes Discovered At Release

- i. Clients who respond to the Priority Waiting List Selection Notice (CC-320) but have no eligible activity.
 - a) Clients whose names have been released from the Priority Waiting List, but who had *previously reported the loss* of an eligible activity (either for themselves, or for the other parent/responsible person) while on the Priority Waiting List must verify that they are currently, or will soon become engaged in an eligible activity.
 - b) Although the client must provide verification of the eligible activity by the specified due date in the General Information Request/Notice of Closure (CC-500), the actual start date can be a later date in the future (as long as the client has already obtained employment, enrolled in school, etc.) *Intention to obtain or begin* an activity does not satisfy this requirement.
 - c) If the eligible activity is employment, the Specialist shall require that the client provide verification as specified in ***Income and Employment Verification*** in the ***Eligibility Determination*** section of the manual.
 - d) If the eligible activity is self employment, the Specialist shall require that the client provide verification as specified in ***Self Employment Requirements*** in the ***Eligibility Determination*** section of the manual.
 - e) If the applicant is a teen parent participating in High School, G.E.D. classes, E.S.O.L. classes or remedial education activities for the attainment of a high school diploma, the Specialist shall require that the client provide verification as specified in ***Verification of Education/Training Activities*** in the ***Eligibility Determination*** section of the manual.
 - f) If the client requires supplemental units of child care for allowable education activities the client must provide verification as specified in the ***Education and Training Activities with a Minimum Work Requirement*** section of the manual in addition to the verification of employment or self employment.
 - g) If the client does not verify that he/she has an eligible activity by the specified due date in the General Information Request/Notice of Closure

(CC-500), the Specialist shall close the case on the date specified in the General Information Request/Notice of Closure (CC-500).

NOTE: If a Block Grant Teen Parent's name is released from the Priority Waiting List during a break in educational activities when the educational institution is closed, the client shall be allowed additional time (as reasonable) to provide verification of participation in an educational activity. The verification must be provided to the Department prior to the authorization of BT services.

ii. Priority Group 1 Clients Who Are Discovered To Be In Priority Group 2 At Release

When a *Priority Group 1* client responds to the Priority Waiting List Selection Notice (CC-320), provides all required verification, however, the client's income is within *Priority Group 2 (higher)* than previously reported, the CCA Specialist shall follow the steps outlined below:

- a) Manually calculate the gross countable income for the household based on the new information and compare the gross monthly income total to the Child Care Assistance Income Eligibility Chart and Fee Schedule (CC-229) to determine what the new fee level would be (without entering it into AzCCATS).
- b) If there is a resultant fee level increase, determine whether the fee level increase to Priority Group 2 (fee levels L3 through L6) would have occurred ***on or before*** the release date (had the client reported it timely). In making this distinction, the Specialist shall consider the following:
 - 1) The date the client actually received the check containing the new or increased income source; and
 - 2) Whether a 10 day negative action notice could have been sent on that pay date which would have expired in time to allow the fee level increase to have been made the first of the following month (and also *on or before the release date*).
 - 3) If the Specialist adds 11 days to the pay date containing the increased income (to account for 10 days negative action + 1 day for mailing), and the resultant date is on or before the first of the month in which the release occurred, it will be determined that the client *should have been* Priority Group 2 on the release date.
- c) If the client *should have been* in Priority Group 2 (fee levels L3-L6) on the release date (but wasn't due to untimely reporting), the Specialist shall

follow the instructions in this section to add the client back onto the Priority Waiting List in AzCCATS with their *original “PL” eligible start date*. The Specialist shall:

- 1) Screen print the existing CP21 screen for the file as verification of the original **“PL”** start date, review date, and release date;
 - 2) Update the CP21 *end reason* field with the **“PL”** closure code (to indicate that the client is being added back onto the Priority Waiting List) and press <ENTER> to process the screen (and end the PL eligibility). The eligibility *end date* will have already been entered automatically by AzCCATS (and will be the date the client was released from the Priority Waiting List);
 - 3) Rebuild the **“PL”** eligibility on the CP21 screen with the original **“PL”** *eligible start date* and *review date*;
 - 4) Update the *Monthly Income for Eligibility* field with the same income amount that had appeared in this field on the release date (the fee level start date will be the release date) and press <ENTER> to process the screen;
 - 5) Process the fee level increase by entering the new gross monthly income amount into the *Monthly Income for Eligibility* field in the CP21 screen and a new *fee level start date* (be sure to make the change effective the first of the following month *after* expiration of the 10 day negative action notice); and
 - 6) Send the client the Notice of Change (CC-511), and make the *appropriate Priority Waiting List text selections* to notify the client that their name has been added back to the Priority Waiting List due to a change in Priority Group status and income, and that their name will remain on the Priority Waiting List until Priority Group 2 clients for that application date are released. The Notice of Change (CC-511) must be sent at least 10 days before the fee level increase becomes effective.
- d) Document the file with the reason the client could not be authorized for Block Grant Child Care services at this time and that they were added back onto the Priority Waiting List; and
- e) The client shall remain on the Priority Waiting List with the original placement date until *Priority Group 2* clients for that application date are released, or until the client becomes eligible for a child care program that is not subject to the Priority Waiting List.

- f) If the client should **NOT** have been in Priority Group 2 on the release date, proceed to the ***Redetermination of Eligibility After Release*** section and convert the client to Block Grant Child Care (if the client is otherwise eligible).

PRIORITY WAITING LIST EXAMPLE #2

Priority Group 1 client is discovered to be Priority Group 2 after selection from the Priority Waiting List.

- Today is 2/12/03.
- On 2/5/03 a client on the Priority Waiting List was identified as Priority Group 1 with an application date of 11/4/02 in the AzCCATS system and released.
- At the time of his release (on 2/5/03) the CP21 displayed his current gross monthly household income as \$1040 with a family size of 3 persons.
- The client responded to the Priority Waiting List Selection Notice (CC-320), notified CCA of the selected provider and submitted his most recent pay stubs on 2/11/03.
- The Specialist discovered during processing on 2/12/03 that the client's gross monthly household income has increased to \$1500 for a family of 3 and that the first paycheck reflecting the increased wages had been received on 1/20/03.
- The Specialist added 11 days to the 1/20/03 pay date to determine negative action notification timeframes (10 negative action + 1 day for mailing). Since the notice would have expired on 1/31/03, the fee level increase could have been made by 2/1/03 (first of the following month after expiration of the 10 day notice).
- Since the fee level increase *could have been made* as early as 2/1/03 (before the 2/5/03 release date had the client reported timely, the Specialist determined that the client *should have been* Priority Group 2 on the release date of 2/5/03).
- Priority Group 2 clients with an 11/4/02 application date have not yet been released from the Priority Waiting List. The client must remain on the Priority Waiting List with his original placement date (11/4/02) until Priority Group 2 clients with an 11/4/02 application date are released (or the client becomes eligible for a child care program that is not subject to the Priority Waiting List).
- The Specialist ends the existing “PL” eligibility on the AzCCATS CP21 screen by entering a “PL” closure reason in the *end reason* field (the end date has automatically been entered by AzCCATS and is 2/5/03 – the release date), and processes the screen.

- The Specialist creates a new “PL” eligibility on the CP21 screen with the original 11/4/02 *eligible start date* and 10/31/03 *review date*.
- The Specialist enters the current \$1040 gross monthly income back into the CP21 screen with a 2/5/03 fee level start date to track *the actual fee level and income amount* that was in effect on the release date (2/5/03), and processes the change.
- The Specialist updates the CP21 screen with the increased gross monthly income amount of \$1500 with a 3/1/03 fee level start date.
- The Specialist sends the client a Notice of Change on 2/13/03, and makes the appropriate Priority Waiting List text selections to tell the client that they have been added back to the List with an 11/4/02 effective date because they are in Priority Group 2, and Priority Group 2 clients with their application date have not been released yet.
- The Specialist also makes the appropriate PWL text selection to tell the client that their Priority Group status has changed from Priority Group 1 to Priority Group 2 effective 3/1/03.

iii. Priority Group 2 Clients Who Are Discovered To Be In Priority Group 1

When a Priority Group 2 client responds to the Priority Waiting List Selection Notice (CC-320) and provides all required verification, however, the client’s income is within Priority Group 1 (**lower**) than previously reported, the Specialist shall proceed as outlined below.

- a) Manually calculate the gross countable income for the household based on the new information and compare the gross monthly income total to the Child Care Assistance Income Eligibility Chart and Fee Schedule (CC-229) to determine what the new fee level would be (without entering it into AzCCATS).
- b) If the client’s fee level is L1 or L2 per the updated information (and the client is otherwise eligible), the Specialist shall proceed to authorize Child Care Assistance as described in the ***Redetermination of Eligibility After Release*** and ***Authorization Procedures*** sections, but with the following special instructions:
 - 1) The Specialist shall authorize Child Care Assistance effective the date that eligibility has been verified and notification of provider selection has been received (if this occurs **BEFORE** the effective date for eligibility/authorization specified for the release on the AzCCATS Main Menu screen);

- 2) If the client verifies eligibility criteria and provider selection *on or after* the effective date for eligibility/authorization specified for the release on the AzCCATS Main Menu screen, the Specialist shall authorize Child Care Assistance on the specified effective authorization date;
- 3) Adjust the household income on the AzCCATS CP21 screen to reflect the change. The new fee level start date shall be the date the change is verified or the date the change occurs, whichever is later; and
- 4) Proceed to the ***Redetermination of Eligibility After Release and Authorization Procedures*** sections below for further processing instructions.

PRIORITY WAITING LIST EXAMPLE #3

Priority Group 2 client is discovered to be Priority Group 1 after selection from the Priority Waiting List

- Today is 3/20/03.
- On 3/5/03 a client on the Priority Waiting List (with an application date of 12/18/02) was identified in the AzCCATS system as *Priority Group 2* and released. The current Priority Waiting List release information displayed on the AzCCATS Main Menu Screen specifies that applicants included in this release shall be authorized for Block Grant Child Care effective 4/1/03.
- At the time of the release (on 3/5/03), the AzCCATS CP21 screen displayed the client's current gross monthly household income as \$1250 (L3) with a family size of 2 persons.
- The client responds to the *Priority Waiting List Selection Notice* (CC-320) on 3/12/03 to make initial contact and indicates her income and hours of employment have decreased. The Specialist sends a *General Information Request/Notice of Closure* (CC-500) to request income verification.
- The client responds on 3/20/03, notifies CCA of her provider selection, and submits her most recent pay stubs.
- The Specialist calculates that the client's household monthly income has decreased to \$915. The client's current monthly household income actually places the client at fee level L2 in *Priority Group 1*. However, *Priority Group 1* clients with that application date (12/18/02) were already released in a previous Priority Waiting List selection.
- The CCA Specialist authorizes Child Care Assistance effective the date eligibility is verified (3/20/03) rather than the effective date specified on the AzCCATS Main Menu

screen (4/1/03). The client is entitled to the earlier authorization date (3/20/03) since she is in Priority Group 1 (and Priority Group 1 clients with a 12/18/02 had already been released).

4. Redetermination of Eligibility After Release

a. Treatment of the Release Process as a Review

- i. The CCA Specialist shall treat the client's response to the Priority Waiting List Selection Notice (CC-320) as an early review (the Priority Waiting List release will substitute for a review).
- ii. If the Specialist determines that the newly released client remains eligible for conversion and authorization under Block Grant, the Specialist shall process the client's response to the Priority Waiting List Selection Notice (CC-320) as described in this section.

b. AP10 Procedures for the Priority Waiting List Release

IMPORTANT: The Specialist shall **NOT** update the AP10 screen until all verification has been received and the Specialist is ready to begin processing the case in AzCCATS).

The Specialist shall register the client's response to the Priority Waiting List release on the AzCCATS *Primary Address and Request/Application Processing* (AP10) screen by entering:

- i. **PLR** (for Priority Waiting List Release) in the *type* field.
- ii. The date of client contact (if by phone), or the date the Priority Waiting List Status Report (CCA-1070A) form was received by the DES/CCA local office in the **Request/Application Received Date** field; and
- iii. **COM** for *complete* in the **action** field.

5. Authorization Procedures

The Specialist shall access the AzCCATS CP21 screen to end the "**PL**" eligibility and convert the case to Block Grant Child Care Assistance, as described below.

IMPORTANT: The Specialist **MUST** complete *both* actions in a *single step* **before** pressing <ENTER> to process the conversion to Block Grant Child Care Assistance (otherwise, AzCCATS will **NOT** allow conversion to

Block Grant (BW/BU/BT), and the Specialist will have to call the AzCCATS Helpdesk for assistance to complete case processing).

- a. The Specialist shall type in their Case Manager ID in the *Update Case Mgr* field;
- b. If the household's monthly income has changed, type in the new gross monthly income in the *Monthly Income for Eligibility* field (if the income has increased, the Specialist will need to allow for 10 days negative action notification before making the change. In that event, the Specialist shall use the existing income, and then increase the income and fee level the first of the following month in a separate transaction).
- c. Add the appropriate Block Grant (BW/BU/BT) eligibility code on the first line of the AzCCATS CP21 screen;
- d. Add the specified effective date of authorization (from the AzCCATS Main Menu screen) in the *eligible start date* field (this date should be the first of the following month *after* the release date, unless the client is eligible for an *earlier* conversion date as described in the *Treatment of Changes That Are Discovered At The Time Of Release* section);
- e. Set the *review date* at a maximum of 6 months from the new *eligible start date* (on a calendar month end date);
- f. Add the new fee level start date (this should equal the new *eligible start date*).
 - i. If the household income has increased, the Specialist shall ensure that the change is not made until 10 day negative action notification has been provided; and
 - ii. The fee level increase shall be made effective the first of the following month after expiration of the 10 day notice.
 - iii. If the fee level increase process described in this section cannot occur prior to the Block Grant eligible start date, the Specialist will base the eligibility/authorization on the previously existing income amount, and make the fee level increase on the first of the following month (and shall complete the action in a separate CP21 screen transaction).
- g. Type **PC** for Priority Conversion in the *End Date* field of the **"PL"** eligibility under the **"Waiting List Only!"** line; and
- h. Press <ENTER> to process the CP21 screen.
- i. Process each child's individual service authorization on the *Purchase Service Add/Update* (CP08) screen.

- j. Send the client a Notice of Change (CC-503) to inform them of the authorization start date, fee level, and the number of units authorized for each child.
- k. Notify the child care provider as regarding the authorization start date for services, units, and assigned copayment as specified in the ***Provider Procedures*** section of the CCA policy manual.

EXHIBIT QQ: PRIORITY WAITING LIST CONVERSION TO BLOCK GRANT

TERM: XU03 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 10/07/02
V6LCP21 ELIGIBILITY ADD/UPDATE TIME: 12:19:54

CLIENT ID ----0000000000 NAME SMITH JOE

CASE MGR 12799 DISTRICT OFFICE -F1A UPDATE CASE MGR -12799

ELIGIBILITY FAMILY SIZE 02 MONTHLY INCOME FOR ELIGIBILITY \$ 1400

ELIGIBILITY	ELIG START DATE	REVIEW DATE	FEE LEVEL	FEE LEVEL START DATE	END DATE	END REASON
BW	12012002	05312003		12012002	----	--

WAITING LIST ONLY !

PL	08122002	07312003	P2	08122002	11052002	PC
----	----------	----------	----	----------	----------	----

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
CP04 AP00 AP30 ASJOB FRMS CP08 CP13 CP25 CP40 PFKEY CP10

Annotations:

- Enter Block Grant eligibility code (points to BW)
- Enter Block Grant eligibility start date (As specified on the AzCCATS Main Menu Screen) (points to 12012002)
- Enter the review date (no more than 6 months from the eligibility start date) (points to 05312003)
- Enter the fee level start date (points to 12012002)
- Enter the current gross monthly income (points to 1400)
- Enter PC for Priority Conversion (points to PC)
- Priority Waiting List eligibility end date (Prefilled by AzCCATS upon selection) (points to 11052002)

6. Determination of Ineligibility During the Release Process

When the client responds to the Priority Waiting List Selection Notice (CC-320), provides any additional verification of changes which may have been requested, and is determined to be ineligible for *any* Child Care Assistance program (in accordance with CCA Negative Actions Policy), the Specialist shall proceed as described in this section.

- a. Send the client the Notice of Action (CC-303) from the AzCCATS CP24 screen, specify the reason for ineligibility by making an appropriate text selection, and indicate the case closure date (at least 10 days from the mailing date of the notice);
- b. End the “PL” eligibility on the AzCCATS CP21 screen effective the case closure date specified in the Notice of Action (CC-303);
- c. Enter the appropriate case closure reason on the AzCCATS CP21 screen; and
- d. Enter the case closure date on the AzCCATS AP30 screen (as specified in the Notice of Action (CC-303) and entered on the AzCCATS CP21 screen).

L. Treatment of Existing Child Care Assistance Clients

1. Conversion to Block Grant Child Care When the Priority Waiting List is in Effect

When the Priority Waiting List is in effect, existing clients in any Child Care Assistance program (JB, JA, EA, TC, WT, BW, BU, BT, or BP) are eligible for conversion to Block Grant (BW, BU, BT) if the following conditions are met:

- a.** The client continues to meet all eligibility requirements for Child Care Assistance.
- b.** The client (primary applicant) is an existing client who becomes eligible for BW/BU/BT due to a change in Cash Assistance case status, eligible activity, household composition (or other factors of a similar nature) and is NOT a new applicant for Child Care Assistance; or
- c.** When a client becomes eligible for conversion to BW/BU/BT from any other Child Care Assistance eligibility category:
 - i.** All children in the household for whom the client is the caretaker and “eligible applicant” (e.g. is the natural, step, or adoptive parent, a nonparent relative, or a legal guardian) are eligible for conversion to Block Grant Child Care (BW/BU/BT) *regardless of whether or not* they were receiving Child Care Assistance prior to conversion; and
 - ii.** The children must be under 13 years of age and need Child Care Assistance due to the unavailability of parents/responsible persons who are engaged in eligible activities (e.g. work, school).
- d.** Existing clients as described in this section shall be converted from *any other* child care program to BW/BU/BT (if eligible), and *shall not* be placed on the Priority Waiting List for services.

2. Conversion Procedures

The Specialist shall convert existing child care clients who become eligible for Block Grant (BW/BU/BT) Child Care Assistance as described below.

a. When Block Grant Protective Services (BP) Eligibility Ends

- i.** When Block Grant Protective Services (BP) eligibility ends, the Specialist shall explore and redetermine eligibility for other child care programs according to the “Order of Priority for Service” established by CCA.
- ii.** Block Grant Protective Services eligible households are households which include at least one BP child, and are eligible for conversion to other types of

Block Grant child care (BW, BT, BU) without being subject to the Priority Waiting List (if eligibility criteria are met).

- iii. Block Grant eligibility (BW/BU/BT) and exemption from the Priority Waiting List follows the BP child if they move from one household to another, (if the family the child resides with is otherwise eligible for Child Care Assistance).
- iv. When an *in-home* CPS case has a BP child in the household and the BP eligibility ends, all children in the household who need care shall be converted to BW/BU/BT (if otherwise eligible) without being subject to the Priority Waiting List (*regardless of whether each child received BP Child Care or not*).
- v. When an *out-of-home* CPS case closes, the BP eligibility ends, and the BP child has been reunited with his or her family, the family is eligible for Block Grant Child Care (BW/BU/BT) **without being placed** on the Priority Waiting List (if eligibility criteria are met).
 - a) The family is eligible for conversion to BW/BU/BT either at the point when the BP eligibility ends; or
 - b) The family is **eligible** for BW/BU/BT if they apply for Child Care Assistance **within 30 days after the BP case closed**, and the child who was in the BP case has been reunited with the family.
 - c) Any other eligible children in the household who need care shall be authorized under Block Grant Child Care (BW/BU/BT) if eligible *regardless of whether each child previously received BP Child Care or not*.

NOTE: The 30 day period is designed to allow the child's own family time to apply for Child Care Assistance after reunification, and to address CCA administrative practices that may cause service disruption when BP cases are closed and families apply at other local child care offices.

- vi. When an *out-of-home* CPS case closes, the BP eligibility ends, the BP child has been reunited with his or her family, and the foster parent applies for his or her own children:
 - a) The foster parent is treated as *any other new applicant* and placed on the Priority Waiting List (if eligible for BW/BU/BT);
 - b) The foster parent is not eligible for immediate conversion to Block Grant Child Care (BW/BU/BT) since the BP child is no longer in the household (when the foster parent applies for Child Care *after* the BP child has left the household).

b. Conversion Outside Of The Review Process

If the Specialist determines an existing Child Care Assistance case (in *any* eligibility category) requires conversion to a Block Grant Child Care (BW/BU/BT) program (outside of the review process) when the Priority Waiting List is in effect, the Specialist shall:

- i. Complete Systems inquiries via FPUB, the AzCCATS AP49 and CP40/CP41 screens to identify any earned/unearned income, child support, household composition, or Cash Assistance case status changes which may have occurred.
- ii. Send a General Information Request /Notice of Closure (CC-500) requesting any additional required verification, if necessary.
- iii. If the client fails to respond to the General Information Request /Notice of Closure (CC-500) within 10 days after the mailing date notice, the Specialist shall close the Child Care Assistance case by entering an *end date* and *end reason* on the AzCCATS CP21, and close the client on the AP30 screen.

CAUTION: Allow *more than* 10 days negative action if needed by the client to provide information. The Specialist shall make every effort to accommodate the need for additional time to provide information when the client is *attempting to comply*, but is experiencing difficulty obtaining the information. The Specialist shall also assist clients in this situation by making collateral contacts, as necessary, to verify information.

This does not apply to clients who make no attempt to comply, and who turn their information in after the notice expiration date. Clients in this situation shall be treated as new applicants as described below.

- a) If the client reapplies for Child Care Assistance following case closure they shall be treated as a *new applicant*.
- b) If the client is determined eligible upon reapplication for a Block Grant Child Care program that is subject to the Priority Waiting List (BW/BU/BT), the client will be placed on the Priority Waiting List to await notification of selection and release, and ***shall not*** be reauthorized for services under BW/BU/BT.

- iv. If the client responds to the General Information Request /Notice of Closure (CC-500) with appropriate verification by the due date in the notice, and remains eligible for Child Care Assistance, the Specialist shall convert the Child Care Assistance case.
 - a) If the new child care program has *no* copayment, a *lower* copayment or is at the *same* copayment, the Specialist shall:
 - 1) Convert the Child Care Assistance case to the appropriate program of eligibility immediately using the single step conversion procedure outlined in the ***Single Step CP21 Conversion Process*** section below; and
 - 2) Send the client adequate notice of the change in programmatic eligibility via the Notice of Change (CC-503); and
 - 3) Contact the child care provider to verbally notify the provider of the change according to ***Provider Procedures*** section of the manual.
 - b) If the new child care program requires a *higher* copayment amount, the Specialist shall:
 - 1) Convert the Child Care Assistance case to the appropriate program of eligibility effective 10 days after notice of negative action using the single step program conversion procedure outlined in the ***Single Step CP21 Conversion Process*** selection below; and
 - 2) Send the client a 10 day notice to notify the client of the change in programmatic eligibility and increase in copayment (if appropriate) via the Notice of Change (CC-503).
 - 3) Contact the child care provider to verbally notify the provider of the change according to ***Provider Procedures*** section of the manual.
- v. If the client responds to the General Information Request/Notice of Closure (CC-500) by the notice due date, but is determined to be ineligible, the Specialist shall:
 - a) Send the client a Notice of Action (CC-502) to indicate the reason for ineligibility and the case closure date;

- b) Mail the Notice of Action (CC-502) at least 10 days before the case closure becomes effective;
- c) Extend the service authorization to coincide with the case closure date (if it had previously been shortened); and
- d) Close the case in AzCCATS effective at least 10 days after the mailing date in the notice by entering the appropriate *end date* and *end reason* on the CP21, and close the client on the AP30 screen.

3. Single Step CP21 Conversion Process

- a. When the Priority Waiting List is in effect, the AzCCATS CP21 screen will *not allow* new **BW**, **BU**, or **BT** child care eligibilities to be entered without conversion from a prior child care eligibility, or selection and release from the Priority Waiting List (**PL**).
- b. If the Specialist determines that an existing Child Care Assistance case requires conversion to a Block Grant child care program that is subject to the Priority Waiting List (**BW**, **BU**, or **BT**) The Specialist shall:
 - i. Access the AzCCATS Eligibility/Add/Update (CP21) screen;
 - ii. Type in the case manager ID in the *Update Case Manager* field;
 - iii. Type in the current gross monthly income in the *Gross Monthly Income for Eligibility* field;
 - iv. Type in the end date of the current child care program in the *End Date* field on the first eligibility line along with the eligibility change (**EC**) *End Reason* Code in the *End Reason* field. **DO NOT PRESS ENTER!**
 - v. Type in the eligibility start date for the new BW, BU, or BT eligibility in the *Eligibility Start Date* field on the second eligibility line of the AzCCATS CP21 screen;
 - vi. Type in the review date in the *Review Date* field and the fee level start date in the *Fee Level Start Date* field; and
 - vii. Press <ENTER> to process the screen and convert the case as appropriate.

EXHIBIT RR: SINGLE STEP PROGRAM CONVERSION PROCESS ON THE CP21 SCREEN

The screenshot shows the CP21 screen with the following data and annotations:

TERM: XU03 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM		DATE: 10/07/02				
V6LCP21 ELIGIBILITY ADD/UPDATE		TIME: 12:19:54				
CLIENT ID ----0000000000 NAME SMITH JOE						
CASE MGR 12799	DISTRICT OFFICE -F1A	UPDATE CASE MGR -12799				
ELIGIBILITY FAMILY SIZE 02	MONTHLY INCOME FOR ELIGIBILITY \$ -150 <i>Update the current gross monthly income</i>					
ELIGIBILITY	ELIG START DATE	REVIEW DATE	FEE LEVEL	FEE LEVEL START DATE	END DATE	END REASON
EA	07052002	12312002				
BU <i>Update Block Grant Child Care eligibility code (BW/BU/BT)</i>	10182002 <i>Update the eligibility start date (the next calendar day following the eligibility end date)</i>	03312003 <i>Update the new review date</i>		10182002 <i>Update the fee level start date</i>	10172002 <i>Enter the eligibility end date (Allow for 10 day notice of negative action if the change in eligibility is accompanied by a fee level change)</i>	EC <i>Update EC for Eligibility Change</i>
WAITING LIST ONLY !						
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--						
CP04 AP10 AP30 ASJOB FRMS CP08 CP13 CP25 CP40 PFKEY CP40						

NOTE: DO NOT PRESS ENTER UNTIL ALL FIELDS ARE UPDATED.

- c. Process each child's Child Care authorization on the *Purchase Service Add/Update* (CP08) screen.
 - d. Send the client a *Notice of Change* (CC-503) to inform them of their fee level, the authorization start date and the number of units authorized for each child.
 - e. Notify the child care provider as specified in the *Provider Procedures* section of the CCA policy manual.
- 4. Clients Who Fail To Submit A Review Application By The Review Date and Later Reapply For Services.**
- a. Child Care Assistance clients who fail to submit a review application **on or before** the review date, but later reapply and are determined eligible for BW/BU/BT services **are** subject to the Priority Waiting List.
 - b. If a client fails to complete a redetermination in a timely manner and the application is received **after** the expiration of the review date, the application will be treated as a *new application* and the client **shall** be subject to the Priority Waiting List (if determined eligible for a Block Grant program that is subject to the Priority Waiting List when the Priority Waiting List is in effect).
 - c. If the application is received **after the review date has expired** the Specialist shall:

- i. Process the application **without** requiring the client to come into the office for an interview;
 - ii. Register the application as a initial application (**INT**) on the AzCCATS AP10 screen; and
 - iii. Send the client the Initial Information Request (CC-100) requiring that the client submit the information within 30 days from the application date (if additional verification is needed).
 - iv. If the verification is received by the due date on the Initial Information Request (CC-100) and the client is otherwise eligible, the Specialist **shall** place the client on the Priority Waiting List effective the application date and **shall** not reauthorize services under BW/BU/BT.
 - v. If the verification is **not** received by the notice due date, the AzCCATS system will send a Failure to Provide Information/Denial Notice (CC-101) to inform the client that the application has been denied.
- d. **Exceptions** to this provision are described below.
- i. Families which include a former BP child who are applying for child care **within 30 days after a closure** of the BP case **shall be** authorized under BW/BU/BT if otherwise eligible, and **shall not be** placed on the Priority Waiting List.
 - ii. Clients that received services through Arizona Works (as indicated by the following budget source/eligibility codes: A/JB, A/EA, A/TC) who are applying for child care **within 30 days after closure of the Arizona Works case** shall be authorized under BW/BU/BT if otherwise eligible, and **shall not be** placed on the Priority Waiting List.

5. Case Suspension When The Priority Waiting List Is In Effect

Existing clients who are authorized for Block Grant Child Care (BW/BU/BT) when the Priority Waiting List is in effect, and who experience a temporary lapse in an eligible activity, shall be treated as described below.

- a. The Specialist shall suspend (rather than close) the client's case for up to four months when there is a temporary lapse in the eligible activity due to the following:
 - i. Seasonal employment ends, but the client (or other parent/responsible person) expects to return to their same position/employer within 4 months (e.g. migrant farm workers, teachers or other school system employees who do not work during summer months).

- ii. Temporary employment ends, and there is a lapse between the end of one assignment and the beginning of another (and the lapse either extends beyond a gap in employment that the client is authorized for, or the client is not entitled to a gap in employment);
 - iii. The client is a student who is not engaged in an eligible activity between semester breaks;
 - iv. The client (or other parent/responsible person) is on medical leave (or family medical leave) and expects to return to their same position/employer within 4 months; or
 - v. The eligible child temporarily leaves the home and is expected to return to the home within 4 months.
- b. When the Specialist determines that the client is eligible for case suspension (not to exceed 4 months) as described above, the Specialist shall:
 - i. Stop the service authorization on the AzCCATS CP08 screen *without closing the case* on the AzCCATS CP21 screen;
 - ii. Send the client the Notice of Change (CC-503) and indicate the service authorization stop date;
 - iii. Set an ALERT, or otherwise flag the case regarding the anticipated date of return to work or school (or the four month due date, whichever is the earlier date);
 - iv. Document the Case Action Summary in the case file regarding the case suspension follow-up date;
 - v. Send the client the General Information Request/Notice of Closure (CC-500) no later than 10 days prior to the case suspension follow-up date (the anticipated date of return to work/school, or the four month due date, whichever is earlier) to request verification of resumption of the eligible activity (by the 10 day due date in the notice);
 - vi. Reauthorize services if the client verifies resumption of the eligible activity by the specified due date in the General Information Request/Notice of Closure (CC-500); and send the client the Notice of Change (CC-503) specifying the date of reauthorization; or
 - vii. Close the case on the AzCCATS CP21 and AP30 screens:
 - a) Effective the due date in the General Information Request/Notice of Closure (CC-500) if the client fails to respond; or

- b) After sending a new 10 day notice, Notice of Action (CC-502) with a new 10 day expiration date (if the client responds but is determined to be ineligible). The Specialist shall close the case effective the Notice of Action (CC-502) expiration date.

viii. Document the Case Action Summary regarding the actions taken.

6. Service Requests for Additional Children

When the Priority Waiting List is in effect, an existing BW/BU/BT or BP* client's request for Child Care services for additional children who move into (or are born into) the household shall be processed by the Specialist as described in this section.

***NOTE:** A "BP" client is a client who is the caretaker for at least one BP (CPS) child.

- a. The Specialist shall determine whether the existing client meets the definition of an "eligible applicant" for the child needing care, and whether the child is an eligible child (refer to *Eligible Applicants* in the *Eligibility and Verification Requirements* section in the manual for the definition of an eligible applicant, and verification requirements).
 - i. The client must be the natural, step, or adoptive parent, a nonparent relative, or a legal guardian of the child needing care; and
 - ii. The child(ren) must be under thirteen years of age.
- b. The Specialist shall determine whether there is an "other parent/responsible person" in the household who is available to provide care for the additional child(ren) (refer to *Availability of Parents/Responsible Persons* in the *General Eligibility Criteria* section for further instruction).
- c. The Specialist shall proceed to authorize services for the child under the following conditions:
 - i. The Specialist has verified eligible applicant criteria (if the applicant is a nonparent relative or legal guardian of the child needing care), and eligible activity criteria for any other parent/responsible person in the home; and
 - ii. The additional child is under 13 years of age and needs care.
 - iii. The other children in the household are already authorized under Block Grant Child Care (BW/BU/BT), or (BP).
 - a) The additional child(ren) (if eligible, as described in this section) shall be authorized by the Specialist under the appropriate program (BW/BU/BT).

- b) Any CPS referred children within the household shall remain authorized under **BP**.
- c) The Specialist shall enter all children on the AzCCATS AP32 screen and indicate each child needing care during AzCCATS processing, before proceeding to authorize services on the CP08 screen for the additional children.
- d) Entry of the **BP** children with an “N” in the *Care Needed* field on the AP32 screen is essential to:
 - 1) Allow authorization of Block Grant Child Care (BW/BU/BT) for the additional children; and
 - 2) Prevent entry onto the Priority Waiting List. (When the PWL is in effect, AzCCATS will recognize the “**BP**” child on the AP32, and will therefore bypass PWL edits and allow the additional children to be authorized under BW/BU/BT.)
- d. To add additional children the Specialist shall:
 - i. Update the AP32 screen with the additional child’s information;
 - ii. Process the family size change on the CP21 screen, and enter a new fee level start date if warranted (remember that a fee level increase can’t be made effective until the first of the following month after expiration of a 10 day negative action notice);
 - iii. Send the client the Notice of Change (CC-511);
 - iv. Create a service authorization for each child added on the CP08 screen; and
 - v. Document the Case Action Summary in the file regarding the actions taken.

EXHIBIT SS:

AzCCATS PRIORITY WAITING LIST PLACEMENT NOTICE

801-A CHILD CARE ADMINISTRATION
1789 W JEFFERSON ST
PHOENIX, AZ 85007

CC-507

CLIENT ID: 0000000000

SNOW WHITE
3443 N CENTRAL AVE
PHOENIX, AZ 85012-2204

PRIORITY WAITING LIST PLACEMENT NOTICE

EFFECTIVE DD/MM/YYYY YOU HAVE BEEN PLACED ON THE PRIORITY WAITING LIST FOR CHILD CARE SERVICES AND WE WILL NOTIFY YOU BY MAIL WHEN AN OPENING IS AVAILABLE.

YOU MAY REMAIN ON THE PRIORITY WAITING LIST AS LONG AS YOU CONTINUE TO MEET INCOME GUIDELINES AND REMAIN ELIGIBLE FOR CHILD CARE ASSISTANCE.

SINCE YOUR GROSS MONTHLY INCOME IS AT OR BELOW 100% OF THE FEDERAL POVERTY LEVEL, YOU HAVE BEEN ASSIGNED PRIORITY GROUP 1 STATUS BASED ON YOUR FAMILY SIZE OF ## AND GROSS MONTHLY INCOME OF \$####.

IN ORDER TO STAY ON THE LIST YOU MUST COOPERATE WITH THE REDETERMINATION PROCESS AND PROVIDE VERIFICATION AS REQUESTED, AND REPORT CHANGES IN EMPLOYMENT, INCOME, WORK OR SCHOOL ACTIVITIES, AND HOUSEHOLD CIRCUMSTANCES WITHIN TWO DAYS. IF YOU ARE REMOVED FROM THE PRIORITY WAITING LIST IN THE FUTURE, YOU WILL NEED TO REAPPLY TO BE ADDED BACK ON TO THE PRIORITY WAITING LIST.

PLEASE CONTACT THE CHILD CARE OFFICE AT THE NUMBER LISTED BELOW IF YOU HAVE ANY QUESTIONS.

SPECIALIST NAME

PHONE NUMBER

DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LAS OFICINA LOCAL

EXHIBIT TT:

AzCCATS PRIORITY WAITING LIST REVIEW APPROVAL NOTICE

801-A CHILD CARE ADMINISTRATION
1789 W JEFFERSON ST
PHOENIX, AZ 85005

CC-512

CLIENT ID: 000000000

SNOW WHITE
3443 N CENTRAL AVE
PHOENIX, AZ 85012-2204

PRIORITY WAITING LIST REVIEW APPROVAL NOTICE

YOUR CHILD CARE CASE HAS BEEN REVIEWED AND YOU CONTINUE TO BE ELIGIBLE FOR PLACEMENT ON THE PRIORITY WAITING LIST WITH AN EFFECTIVE DATE OF MM/DD/YYYY. YOUR NEXT REVIEW DATE IS MM/DD/YYYY. YOU ARE POTENTIALLY ELIGIBLE FOR:

PRIORITY WAITING LIST PLACEMENT BASED ON EMPLOYMENT.

GROSS EARNINGS ARE COUNTED.

BASED ON YOU FAMILY SIZE OF ## AND YOUR GROSS MONTHLY INCOME OF \$ ####.
YOU WILL REMAIN IN PRIORITY GROUP * AT FEE LEVEL ##.

YOU MUST REPORT ALL CHANGES WITHIN TWO BUSINESS DAYS AFTER THEY OCCUR.
COMMENTS:

SPECIALIST NAME

PHONE NUMBER

DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LAS OFICINA LOCAL

EXHIBIT UU:

AzCCATS PRIORITY WAITING LIST SELECTION NOTICE

801-A CHILD CARE ADMINISTRATION
1789 W JEFFERSON ST
PHOENIX, AZ 85005

CC-320

CLIENT ID: 000000000

SNOW WHITE
3443 N CENTRAL AVE
COOLIDGE, AZ 85228-4214

PRIORITY WAITING LIST SELECTION NOTICE

YOUR NAME HAS BEEN SELECTED FROM THE PRIORITY WAITING LIST AND YOU ARE POTENTIALLY ELIGIBLE FOR DES CHILD CARE ASSISTANCE EFFECTIVE MM/DD/YYYY.

1st of the
following
month;
Effective date
–automatically
inserted by
AzCCATS

IN ORDER TO SEE IF YOU STILL QUALIFY FOR SERVICES YOU MUST CONTACT YOUR DES CHILD CARE SPECIALIST BY PHONE, BY MAIL, OR IN PERSON. IF YOU PREFER TO CONTACT DES BY MAIL, FILL OUT, SIGN, AND DATE THE ENCLOSED "PRIORITY WAITING LIST STATUS REPORT" FORM AND RETURN IT TO YOUR DES CHILD CARE SPECIALIST WITH THE VERIFICATION DESCRIBED BELOW.

TO HELP US PROCESS YOUR CASE PLEASE SUBMIT VERIFICATION OF ANY CHANGES YOU ARE REPORTING FOR ALL MEMBERS OF YOUR HOUSEHOLD. (PAYSTUBS FOR THE LAST 30 DAYS, CURRENT EMPLOYER'S STATEMENT, BENEFIT AWARD LETTERS TO VERIFY CHANGES IN UNEARNED INCOME, CURRENT CLASS SCHEDULES, ETC.)

YOU MUST CONTACT YOUR DES CHILD CARE SPECIALIST BY MM/DD/YYYY TO:

- DISCUSS ANY HOUSEHOLD CIRCUMSTANCES WHICH MAY HAVE CHANGED;
- PROVIDE VERIFICATION OF CHANGES IN EMPLOYMENT, INCOME, HOUSEHOLD MEMBERS, EDUCATION/TRAINING, OR DISABILITY STATUS; AND
- PROVIDE INFORMATION REGARDING THE CHILD CARE PROVIDER(S) YOU HAVE SELECTED.

Due date –
automatically
inserted by
AzCCATS

IF YOU FAIL TO CONTACT YOUR DES CHILD CARE SPECIALIST BY MM/DD/YYYY, YOUR NAME WILL BE REMOVED FROM THE PRIORITY WAITING LIST. YOU WILL NEED TO REAPPLY TO BE ADDED BACK ONTO THE LIST ONCE YOUR NAME HAS BEEN REMOVED.

SPECIALIST NAME

PHONE NUMBER

DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LAS OFICINA LOCAL

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EXHIBIT VV:

**PRIORITY WAITING
LIST STATUS REPORT**

